



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

## COURSE OUTLINE - Employee Relation

### Course Specifications

**Course Number:** ELK88–887 | **Course Length:** 0.5 day(s)

**Course Objective:** You will identify strategies for maintaining effective employee relations.  
**Target Student:** Managers and leaders at every level within the organization.

**Prerequisites:** None.

### Hardware Requirements

If you wish to use the overheads provided on the interactive CD-ROM, you will need to set up a computer for yourself. If time allows and you wish to use the business simulations provided on the CD-ROM in the classroom, you will need to set up a computer for each student participating in the class.

- A Pentium® III with 500 MHz (or better), or Macintosh® Intel-based or PowerPC G4 (or better) processor.
- At least 512 MB of RAM.
- A monitor capable of 1024 x 768 screen resolution and 32-bit color display.

### Software Requirements

Each computer requires the following software:

- Microsoft® Windows Vista®, Windows® XP (Professional or Home Edition), Windows 2000, or Apple® Mac OS® X 10.4 (or higher).
- Microsoft® Internet Explorer® 7 (or higher), Mozilla® Firefox® 2 (or higher), or Apple® Safari® 2 (or higher), with pop-up blocking turned off.
- Adobe® Flash® Player 8 (current version recommended).

## Course Objectives

Upon successful completion of this course, students will be able to:

- Identify how to communicate to enhance employee relations.
- Identify different ways to satisfy employees.
- Learn about various employment laws and how to comply with them.

## Course Content

### Lesson 1: Communicating for Effective Employee Relations

Topic 1A: Policies and Procedures  
Topic 1B: Communicate Effectively  
Topic 1C: Conduct Satisfaction Surveys

### Lesson 2: Satisfying Employees

Topic 2A: Resolve Disputes  
Topic 2B: Retain Employees through Satisfaction

### Lesson 3: Understanding Employment Laws

Topic 3A: Examine Employment Laws  
Topic 3B: Comply with Employment Laws Course Specifications

Each delegate will receive a comprehensive handout and certificate of attendance

## ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

## ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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