

SNEAK PEEK

ESSENTIALS OF EMPLOYEE RELATIONS MANUAL

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Introduction

This manual is divided into three broad areas: recruiting and hiring, management and development, and the eventual departure of employees. Through each phase, employers have opportunities to improve employee relations – or cause damage to the relationship.



Positive employee relations begins with first impressions made during the advertising, interviewing, and onboarding process, which are covered in the first section of this manual. By the time a job offer has been extended, the company already has a considerable investment in the new hire. Making a good impression can encourage that person to stay, and it's the first step in developing a positive relationship. The impressions an employee develops during the first phase of employment will affect that employee's attitude toward the company.

The second section covers the employment relationship, from maximizing performance and minimizing conflict to developing employees for future success. Of course, employee relations will suffer if employees do not feel appreciated, so rewards and recognition are covered as well. Finally, if conflict develops, the employer may have to manage the problems and possibly impose discipline or take corrective action.

The final section recognizes that, sooner or later, everyone who works for an employer will leave. The employee might quit, get fired, or retire after years of service. Whatever the reason, employee departures are inevitable. The manner in which a departure is handled is likely to become known by other employees, potentially impacting their attitude toward the company.

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