



EMPLOYEE RELATION SUPPORT PROGRAM

Prepared For
***BRAINWAVE MATRIX
SOLUTIONS***

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EMPLOYEE RELATION SUPPORT PROGRAM

EMPLOYEE RELATIONS REFERS TO HOW YOUR TEAM MEMBERS AND MANAGERS CONNECT AND INTERACT WITH ONE ANOTHER, WHICH INFLUENCES THEIR WORK EXPERIENCE, WELL-BEING, WORKPLACE ENVIRONMENT, PRODUCTIVITY, AND MORE.

HUMAN RESOURCES GENERALLY MONITORS EMPLOYEE RELATIONS. DOING SO EFFECTIVELY INVOLVES REACTING PROMPTLY TO WORKPLACE ISSUES, BEING TRANSPARENT AND SINCERE, AND ADDRESSING ISSUES IN THE MOST APPROPRIATE MANNER WHEN THEY ARISE. EMPLOYEE RELATIONS MANAGERS ARE RESPONSIBLE FOR TASKS THAT INCLUDE

- **EXAMINING HEALTH AND SAFETY POLICIES AND ISSUES**
- **ASSISTED THE LEGAL TEAM WITH INTERNAL ISSUES.**
- **ADDRESSING SEXUAL HARASSMENT, RACISM, OR BULLYING.**
- **HELPING EMPLOYEES DEAL WITH A BAD BOSS**

6 WINNING EMPLOYEE RELATION STRATEGIES

STRATEGY 1- CREATE AN EMPLOYEE RELATION

IT'S EASIER TO DEAL WITH CHALLENGES IN A MORE CONSISTENT WAY WHEN YOU HAVE A COMPANY POLICY IN PLACE. CREATE AN EMPLOYEE RELATION STRATEGY THAT NOT ONLY SETS OUT WHAT'S EXPECTED IN TERMS OF BEHAVIOR FROM EVERYONE AT THE ORGANIZATION, BUT HOW ANY ISSUES WILL BE DEALT WITH BY THE HR TEAM.

THIS SHOULD BE A POLICY THAT MAKES YOUR EXPECTATIONS CLEAR, SETS BOUNDARIES, AND OUTLINES THE PROCESS FOR HANDLING COMPLAINTS, ISSUES, OR CHALLENGES. IT'S YOUR GO-TO DOCUMENT WHENEVER A WORKPLACE ISSUE ARRIVES. WITH A POLICY AND PROCESS IN PLACE, YOUR TEAM CAN MAKE SURE THAT ANY CLAIM OR ISSUE IS HANDLED FAIRLY AND WITH THE SAME ATTENTION.

STRATEGY 2- TALK ABOUT YOUR COMPANY GOALS AND VALUES

PART OF ENCOURAGING POSITIVE RELATIONSHIPS BETWEEN THE COMPANY AND EMPLOYEES IS TALKING ABOUT YOUR SHARED GOALS AND VALUES AND MAKING SURE THEY'RE REFLECTED IN ALL AREAS OF YOUR BUSINESS. FIND WAYS TO PROMOTE THESE WHEN YOU CAN TO BUILD A SENSE OF COMMUNITY.

WHEN YOUR TEAM MEMBERS FEEL LIKE THEY BELONG TO YOUR COMPANY CULTURE AND SHARE VALUES, IT'S EASIER TO HANDLE MINOR DISAGREEMENTS OR TALK YOUR WAY THROUGH A PROBLEM. YOU CAN USE YOUR VALUES AS AN ANCHOR TO REMIND EVERYONE OF WHAT IT MEANS TO WORK FOR THE COMPANY, ALONGSIDE YOUR BEHAVIOR POLICY.

6 WINNING EMPLOYEE RELATION STRATEGIES

STRATEGY 3- REVISIT YOUR ON BOARDING PROCESS

FIRST IMPRESSIONS MATTER, AND YOUR ON BOARDING PROCESS IS YOUR FIRST OPPORTUNITY TO IMPRESS NEW HIRES AND INTRODUCE THEM TO YOUR COMPANY CULTURE. REVIEW YOUR ON BOARDING PROCESS STEPS TO ENSURE THE WAY YOU ONBOARD MATCHES YOUR VALUES, GOALS, AND YOUR OVERALL APPROACH TO EMPLOYEE RELATIONS.

MAKE SURE YOUR ON BOARDING PROCESS IS ACCESSIBLE, INCLUSIVE, AND INFORMATIVE. INTRODUCE A BUDDY SYSTEM SO NEW HIRES FEEL WELCOME, AND PROVIDE ADVICE AND SUPPORT TO MANAGERS TO HELP THEM TRANSITION INTO THEIR NEW POSITION SMOOTHLY. SET THE TONE FOR HOW THINGS WORK AT YOUR COMPANY RIGHT FROM THE START, TO AVOID CONFUSION OR CULTURE CLASHES FURTHER DOWN THE LINE

STRATEGY 4- HOST TEAM BUILDING EVENTS

EMPLOYEE RELATIONS DOESN'T JUST COVER THE RELATIONSHIP BETWEEN THE COMPANY AND ITS EMPLOYEES, BUT THE WAY THAT COWORKERS TREAT EACH OTHER TOO. ENCOURAGE TEAM MEMBERS TO GET TO KNOW EACH OTHER AND BUILD STRONG RELATIONSHIPS WITH THE HELP OF TEAM-BUILDING EVENTS AND EXPERIENCES.

CREATE RESOURCES AND SHARE IDEAS WITH MANAGERS ON HOW THEY CAN IMPROVE RELATIONSHIPS WITHIN THEIR TEAM. ARRANGE AND HOST TEAM-BUILDING EVENTS, AND USE A TOOL LIKE POLLY TO ALLOW MANAGERS TO MAKE TEAM BUILDING AND FUN PART OF THEIR EVERYDAY MEETINGS — THANKS TO FEATURES LIKE TRIVIA, ICEBREAKERS AND HOT-TAKERS.

6 WINNING EMPLOYEE RELATION STRATEGIES

STRATEGY 5- ENCOURAGE REGULAR ONE TO ONE MEETINGS

PART OF MANAGING EMPLOYEE RELATIONS INVOLVES TRYING TO IDENTIFY POTENTIAL ISSUES BEFORE THEY BECOME A MAJOR PROBLEM. ENCOURAGE YOUR MANAGERS TO HOST REGULAR 1:1 MEETINGS WITH THEIR DIRECT REPORTS, THEY CAN CREATE SUPPORTIVE RELATIONSHIPS AND KNOW ABOUT PROBLEMS BEFORE THEY GROW.

CREATE A CULTURE OF CONTINUOUS FEEDBACK, SHARING, AND SUPPORT THROUGH REGULAR 1:1 MEETINGS AND CHECK INS. USE POLLY'S ONE TO ONE MEETING COORDINATION TEMPLATE TO STREAMLINE THE PROCESS AND IDENTIFY CHALLENGES QUICKLY, THEN FOLLOW UP ON ANY DISCUSSIONS THAT COME OUT OF INDIVIDUAL MEETINGS.

STRATEGY 6- MANAGE PROBLEMS QUICKLY WHEN THEY ARISE

EVEN WITH ALL THE EMPLOYEE RELATIONS TACTICS IN THE WORLD, IT'S IMPOSSIBLE FOR HR PROFESSIONALS TO AVOID PROBLEMS COMPLETELY. WHEN YOU ENCOUNTER WORKPLACE ISSUES, DEAL WITH THEM SWIFTLY AND IN ACCORDANCE WITH YOUR COMPANY POLICIES.

WHEN SOMEONE RAISES AN ISSUE, TAKE IT SERIOUSLY. FOLLOW YOUR POLICY, GATHER ALL THE INFORMATION YOU NEED, AND REASSURE THE INDIVIDUAL INVOLVED THAT YOU'RE HANDLING THEIR ISSUE OR COMPLAINT. WORK TOGETHER WITH MANAGERS, YOUR LEGAL DEPARTMENT, AND ANY OTHER PROFESSIONALS TO RESOLVE THE ISSUE QUICKLY AND IN A WAY THAT PROVIDES CLARITY, CLOSURE, AND SUPPORT.

DO THIS, AND YOU'LL DEMONSTRATE THAT YOU STICK TO YOUR WORD — WHICH BUILDS TRUST, DISCOURAGES NEGATIVE BEHAVIORS AND HABITS, AND ENCOURAGES OTHERS TO LIVE BY YOUR COMPANY VALUES.