**SUVRANIL SAHA**

**HR/ OPERATION INTERN**

**BRAINWAVE MATRIX SOLUTION**

**TASK 2**

**1. Develop and Implement an Employee Relations Support Program**

**Phase 1: Program Design**

Goal: Create a structured framework that promotes employee well-being, engagement, and conflict resolution.

1. Define Objectives:

Strengthen employer-employee relationships.

Foster open communication and trust.

Minimize workplace disputes and improve employee satisfaction.

2. Policy Framework:

Develop clear policies on workplace conduct, grievance handling, and performance expectations.

Ensure compliance with labor laws and company ethics.

3. Dedicated Resources:

Appoint an Employee Relations (ER) team or designate HR representatives to oversee the program.

Create accessible communication channels (email, hotline, or portal).

**Phase 2: Program Implementation**

Goal: Introduce initiatives and tools to support employees and resolve conflicts efficiently.

1. Communication Channels:

Establish multiple channels for employees to raise concerns confidentially.

Promote awareness through orientation sessions, newsletters, and HR portals.

2. Conflict Resolution Mechanisms:

Implement a structured grievance redressal process:

Step 1: Employee submits a concern.

Step 2: ER team investigates the issue.

Step 3: Facilitate discussions to mediate and resolve the concern.

Step 4: Implement corrective actions and follow up.

3. Training and Awareness:

Train managers and supervisors on conflict management and communication skills.

Conduct workshops on anti-discrimination, harassment prevention, and inclusivity.

4. Employee Support Services:

Offer counseling or Employee Assistance Programs (EAP) for mental health and wellness.

Provide career coaching and professional development resources.

**Phase 3: Engagement and Monitoring**

Goal: Continuously evaluate program effectiveness and foster a culture of collaboration and respect.

1. Employee Feedback Mechanisms:

Conduct surveys and focus groups to understand employee concerns and satisfaction levels.

Create forums or town halls to encourage open discussions.

2. Recognition Programs:

Reward behaviors that promote teamwork, collaboration, and adherence to company values.

3. Monitoring and Reporting:

Track key metrics such as grievance resolution rates, employee turnover, and satisfaction scores.

Prepare periodic reports to evaluate program success and areas of improvement.

**Phase 4: Continuous Improvement**

Goal: Refine the program to address evolving needs and maintain relevance.

1. Policy Reviews:

Update policies and procedures based on employee feedback and regulatory changes.

2. Benchmarking:

Stay informed about industry best practices and incorporate innovative strategies.

3.Training Updates:

Regularly update training programs to address emerging workplace challenges.

**2. Create a structured and efficient program that provides assistance with employee relation matters such as conflict resolution, disciplinary actions and grievance handling. This can involve conducting initial investigations, documenting incidents and providing administrative support to HR managers.**

**Phase 1: Program Framework Design**

Goal: Develop policies, processes, and tools for effectively addressing employee relations matters.

1. Policy Development:

Define clear guidelines for conflict resolution, disciplinary actions, and grievance handling.

Align policies with labor laws and organizational values.

2. Roles and Responsibilities:

HR Managers: Oversee and resolve complex cases, ensure compliance, and make final decisions.

Employee Relations Specialists: Conduct initial investigations, document incidents, and provide administrative support.

Employees: Understand their rights and responsibilities in reporting and resolving issues.

3. Standard Operating Procedures (SOPs):

Develop detailed workflows for handling common issues, including timelines and escalation points.

**Phase 2: Implementation and Operations**

Goal: Establish processes and tools for efficient case management and support.

1. Conflict Resolution Process:

Step 1: Intake: Employees report conflicts via designated channels (HR portal, hotline, or email).

Step 2: Initial Assessment: Review the issue’s nature, urgency, and potential impacts.

Step 3: Mediation: Facilitate discussions between involved parties to reach a resolution.

Step 4: Escalation (if unresolved): Involve senior HR personnel or management for complex cases.

2. Disciplinary Actions:

Follow a progressive discipline model:

Verbal warning.

Written warning.

Performance improvement plan (PIP).

Termination (if necessary, ensuring due process).

Document all steps thoroughly to maintain records.

3. Grievance Handling:

Provide employees with a grievance submission form.

Conduct confidential initial investigations to gather facts.

Maintain neutrality and avoid bias during the investigation.

Recommend solutions and communicate outcomes to all parties involved.

4. Administrative Support:

Maintain case files securely, including reports, correspondence, and resolution details.

Use HR management software to track case statuses and generate reports.

**Phase 3: Training and Communication**

Goal: Equip all stakeholders with the knowledge and skills to participate effectively in the program.

1. Training for HR Staff and Managers:

Conflict resolution techniques.

Investigative procedures and documentation standards.

Understanding labor laws and organizational policies.

2. Employee Awareness:

Provide employees with resources outlining reporting procedures and expected timelines.

Conduct workshops or webinars on workplace communication and behavioral expectations.

**Phase 4: Monitoring and Continuous Improvement**

Goal: Ensure the program remains effective and evolves with organizational needs.

1. Metrics to Monitor:

Number of cases resolved within set timelines.

Employee satisfaction with the resolution process (via surveys).

Trends in conflict types and disciplinary actions.

2. Feedback Mechanism:

Regularly gather feedback from employees and managers on the program’s effectiveness.

3. Periodic Review:

Update policies and SOPs based on new regulations, feedback, or organizational changes.

Benchmark against industry best practices.