**Enhanced Employee Onboarding Program for Matrix Brainwave Solutions**

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**🌿 Humanised Employee Relations Support Program**

**🔸 Program Name: CARE — *Connect, Assess, Resolve, Empower***

**🧩 Program Structure**

**1. Connect (Initial Intake & Listening Phase)**

*Empathetic listening and first touchpoint for employee concerns*

**✅ Actions:**

* Assign a **People Relations Partner (PRP)** as the primary contact.
* Create a **safe, confidential space** (physical/virtual) for employees to raise issues.
* Use a **soft-skill-based intake script**:

“Hi, thank you for coming forward. I’m here to listen, support, and help us move forward together. Let’s start with what’s on your mind.”

**📋 Tools:**

* **Digital concern logbook** with encryption & anonymity options.
* **Warm handoff templates** if escalation is needed.

**2. Assess (Fact-Finding & Neutral Investigation)**

*Fair, unbiased understanding of the situation with care*

**✅ Actions:**

* **Conduct informal interviews** with involved parties.
* **Document** all perspectives without judgment.
* Use **open-ended, non-threatening questions**:

“Can you walk me through what happened from your point of view?”  
“How did that make you feel?”

**📋 Documentation:**

* **Incident Summary Report** template:
  + People involved
  + Nature of issue (conflict, misconduct, etc.)
  + Impact assessment (emotional, operational)
  + Timeline of events

**3. Resolve (Facilitation & Action Phase)**

*Work towards mutually respectful outcomes, not just policies*

**✅ Conflict Resolution Approaches:**

* **Mediation sessions** led by trained HR mediators
* Use the **“Bridge Dialogue” method**:
  + What happened
  + How it affected each person
  + What both parties need moving forward

**✅ Disciplinary Action Steps (if necessary):**

* Progressive discipline model:
  1. **Verbal Discussion** (documented supportively)
  2. **Written Warning** (focused on improvement)
  3. **Final Written Warning** (including support plan)
  4. **Separation** (with dignity & clarity if unavoidable)

*“We discipline with the intent to develop, not dismiss — unless it's necessary.”*

**📋 Tools:**

* **Resolution Agreement** forms
* **Action Plan Tracker** with behaviour goals & check-ins

**4. Empower (Post-Resolution Support & Follow-up)**

*Ensure lasting peace, trust, and professional growth*

**✅ Actions:**

* **Check-ins at 1, 2, and 4 weeks** after resolution.
* **Offer resources** like EAPs, coaching, or wellness sessions.
* **Feedback form** for process improvement:

“Did you feel heard, respected, and supported during the process?”

**📚 Administrative & HR Support Tools**

| **Tool** | **Purpose** | **Format** |
| --- | --- | --- |
| 🗂️ Incident Tracker | Log & manage cases confidentially | Excel/HRMS integration |
| 🧾 Documentation Templates | For summaries, warnings, and resolutions | Google Docs/Templates |
| 🧑‍🤝‍🧑 Mediation Toolkit | For facilitators (scripts, do’s & don’ts) | PDF Manual |
| 📬 Empathy Email Kit | Pre-written empathetic HR communications | Template Bank |

**🪴 Values Embedded**

| **Value** | **How It Shows Up** |
| --- | --- |
| Empathy | Every interaction starts with listening, not judging |
| Fairness | All voices heard with equal respect |
| Confidentiality | Safe, private channels for expression |
| Accountability | Transparent steps and outcomes |
| Growth | Resolution focused on development, not punishment |

**🏁 Success Metrics**

* 💬 Employee Feedback Score (Target: >90% feel “heard”)
* 🎯 Resolution Effectiveness Rate (Resolved with no re-escalation)
* 📈 Reduction in repeat conflicts (Monitor over 3–6 months)
* 🧠 Employee Trust Index (via pulse surveys)