

Webinar on

How to Keep HR From Being the Employee Complaint Department

Learning Objectives

- Review the eight root causes of “The Complaint Department”*
- Recognize how HR’s involvement in departmental concerns is actually an enabling behavior which is creating the “on-ramp” for foot traffic to HR’s door*
- Acquire communication tips and techniques to use when handling difficult, conflict-averse employees and managers*
- Identify strategies and best practices for managing employee relations’ issues to provide a platform for solutions*
- Implement a consistent process for handling and documenting employee relations’ issues and HR investigations*



This is a must attend webinar for HR and Employee Relations professionals who are hitting a burnout factor from the increase in employee relations' issues coming into HR.

PRESENTED BY:

Natalie Ivey, MBA, SPHR, SHRM-SCP is President & CEO of Results Performance Consulting, Inc., (RPC) a company she founded as a start-up in 2002. Natalie is an internationally known speaker, consultant, author, and educator within the HR profession, and is a frequent guest speaker at HR conferences and university symposiums.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

Webinar Description

It seems that HR has become the place where employees go to vent about every petty slight or departmental squabble. And employees somehow expect HR to instantaneously fix them and smooth over all of their workplace-related issues. Certainly, when employees come to HR to lodge legitimate complaints of harassment, discrimination, or retaliation, of course, HR must listen, document and investigate. However, this petty nonsense with employees running to HR about anything and everything—and managers shirking their responsibilities in managing departmental conflicts - is getting out of control.

The problem with HR being The Complaint Department is that organizational resources are not being allocated to HR to help deal with this increase in employee foot traffic. The result is that a lot of HR professionals, many of whom are women, are working longer and longer hours every week just to try to keep their heads above water with their workloads. And, with technology has changed the way we work, HR is also much more accessible after work hours. Some HR professionals are beginning to hit a burn-out factor in their careers from a lack of work/life balance.



In this enlightening and informative webinar, internationally recognized speaker, author, and HR consultant, Natalie Ivey, will discuss the eight root causes to The Complaint Department phenomenon. And, she will share very specific organizational and personal strategies to diplomatically push back on issues and problems that HR shouldn't own.



Who Should Attend ?

HR Generalists

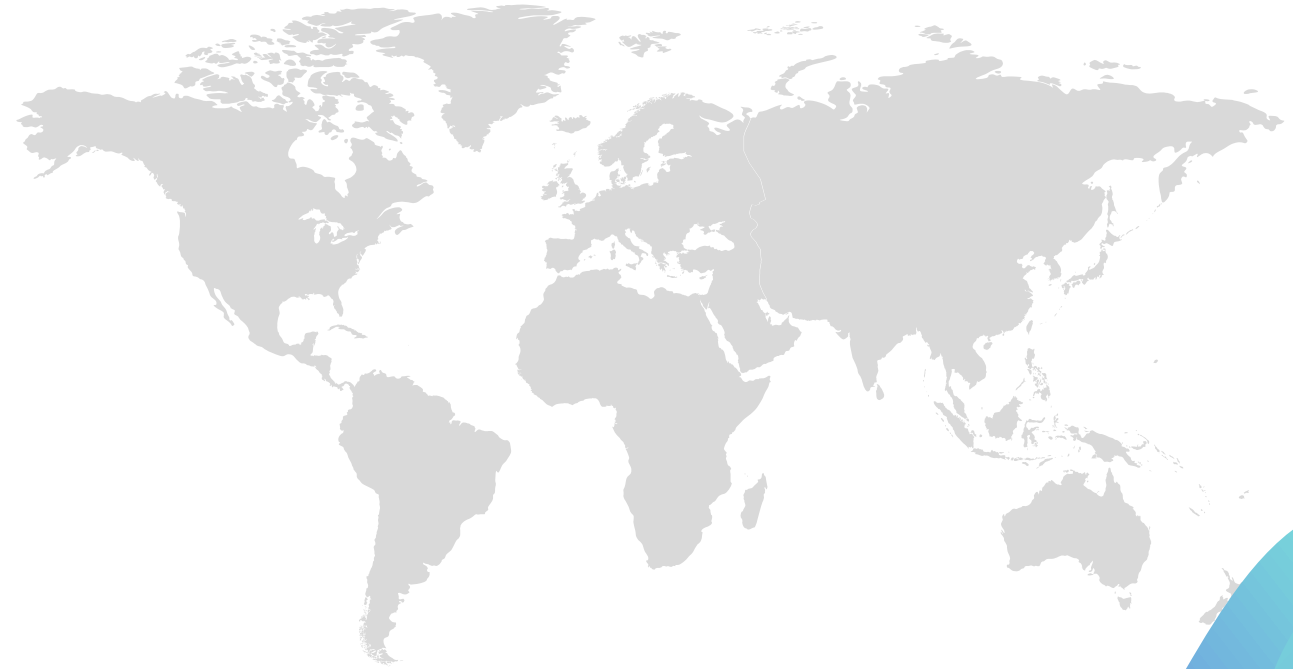
Managers

Directors

VP's

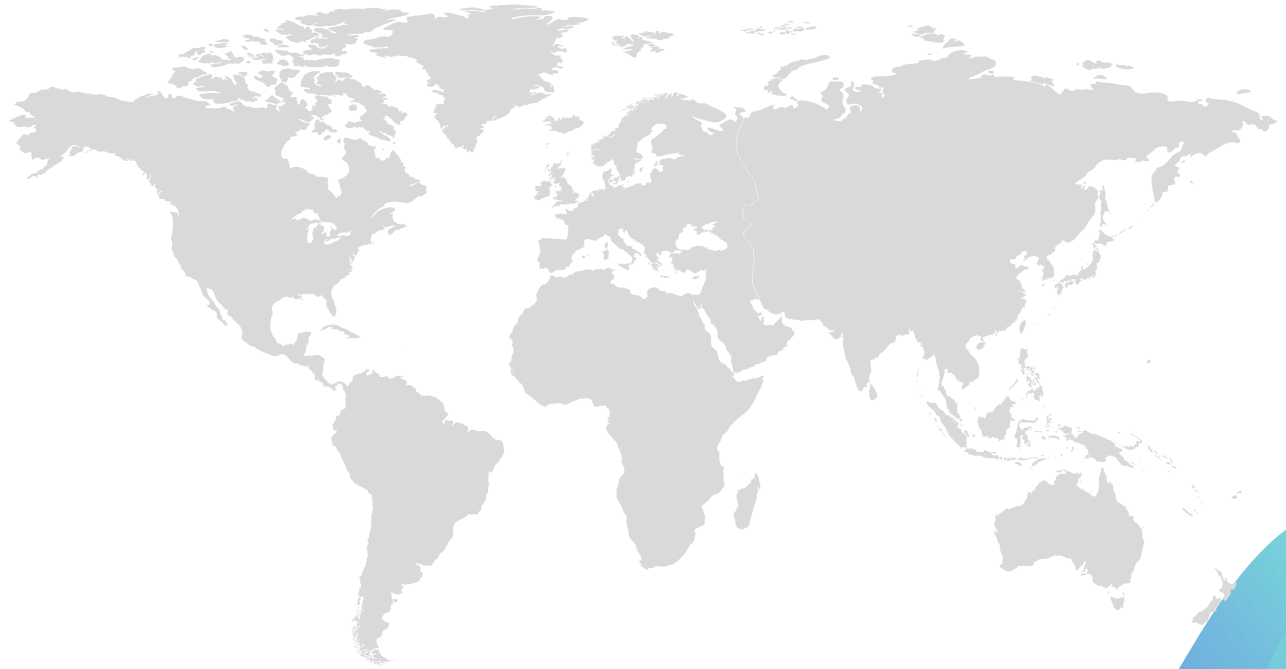
Employee Relations Managers

Business Owners



Why Should Attend ?

This is a must attend webinar for HR and Employee Relations professionals who are hitting a burnout factor from the increase in employee relations' issues coming into HR. If left unchecked, the foot traffic to your door in HR will just continue -while your work/life balance is no longer balanced. This webinar will provide you with valuable communication techniques to start diplomatically pushing back on employee issues that HR doesn't own—and it will also help you learn how to hold managers accountable for shirking their responsibilities in managing their employees.



To register please visit:

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