
Overview

This standard is about managing employee relations to ensure that the relationship between an organisation and its staff is managed appropriately and in line with employment law. It includes ensuring that policies, practices and procedures are comprehensive and well understood both within the HR function and the wider organisation, resolving employee relations issues and negotiating with employee representatives. It is for HR professionals who are involved in planning and implementing employee relations strategy.

**Performance
criteria**

You must be able to:

- P1 Make sure that policies and practices cover the full employee relationship and employment relations strategy
- P2 Make sure that human resources materials are consistent, up to date and in line with legislation and the organisation's employee relations policies and employment relations principles
- P3 Make sure that employee relations policies, practices and procedures are well understood and integrated within the HR function
- P4 Support managers in understanding employee relations policies and practices, making sure that they understand the importance of compliance
- P5 Communicate employee relations policies and practices to staff and put in place feedback mechanisms to make sure these are understood
- P6 Resolve employee relations issues impartially, working with managers where appropriate
- P7 Negotiate with employee representatives on employee relations issues
- P8 Keep appropriate records of employee relations issues

Knowledge and understanding

You need to know and understand:

- K1 The organisation's strategy, performance goals and drivers
- K2 The sector in which the organisation operates and the market factors that impact on its performance
- K3 Sources of technical expertise and how to access them
- K4 How human resource levers drive organisational performance
- K5 Current employment law relating to employee relations
- K6 The organisation's employee relations policies and practices including equality and diversity, discipline and grievance, occupational health and well-being
- K7 How to make sure that employee relations policies, practices and procedures are well understood and integrated within the HR function
- K8 The types of support that managers might need in understanding employee relations policies and practices and how to provide it
- K9 The consequences of non-compliance with employee relations policies and practices
- K10 Methods of communicating employee relations policies and practices to staff
- K11 Types of feedback mechanism that might be put in place
- K12 How to apply a range of interpersonal skills and technical knowledge to resolve employee relations issues impartially
- K13 Techniques of negotiation and mediation and how to apply them in negotiations with employee representatives
- K14 The records that are required for employee relations issues and how to keep them

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Plan and implement employee relations strategy

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Suite Human Resources

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