



Employee Relationship Management

Duration: Two day

Time: 9am – 4pm

For: Managers

PROGRAM OBJECTIVES

At the end of this two-day workshop, participants will go back to the workplace with the determination to embark on a strategy to create an organizational climate that will make their direct reports want to get out of bed in the morning, come to work on time, and deliver world-class service to their internal and external customers.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

- Manager's responsibility for building and maintaining a productive relationship with each employee
- Definitional issues
- Getting staff buy-in to support customer relationships
- Providing motivation
- Creating a pleasant, supportive and productive work environment
- Building peak performers.
- Tips for providing a great workplace.
- The core of an energized workforce
- Promoting staff development
- Delegation and empowerment
- How to empower your employees
- Building a great team
- Developing a team charter
- Principles of launching an ERM
- Measuring the effectiveness of ERM

Tel: 876-754-3263

csaj@cwjamaica.com

www.csajonline.com