Garnet
Garnet Global Training Center

GGT-HR-117

Human Resources

Employee Relations & Grievance Handling

علاقات الموظفين ومعالجة التظلمات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Employee Relations & Grievance Handling turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Build the people systems that attract, grow and keep the talent an organisation depends on. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Employee Relations & Grievance Handling to real tasks.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.

Who should attend

HR managers and business partners, recruiters, L&D and reward specialists. Practitioners with one to five years of experience benefit most.

Key topics

- HR strategy aligned to business goals
- Competency frameworks
- Labour law essentials in the region
- Metrics and HR analytics
- Engagement and retention
- Policy and process design

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Employee Relations & Grievance Handling: principles and standards

- HR strategy aligned to business goals
- Regional and international case studies

Day 2 Methods and tools in practice

- Competency frameworks
- Labour law essentials in the region

Day 3 Diagnosis and problem solving

- Metrics and HR analytics
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Engagement and retention
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Policy and process design
- Measurement and reporting

10-day outline

Day 1 Employee Relations & Grievance Handling: principles and standards

- HR strategy aligned to business goals
- Regional and international case studies

Day 2 Methods and tools in practice

- Competency frameworks
- Labour law essentials in the region

Day 3 Diagnosis and problem solving

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- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Engagement and retention
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Policy and process design
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
12–16 Apr 2027	5-day classroom	Istanbul	English	4,750
5–9 Jul 2027	5-day online	Live online	Arabic	2,950
15–26 Aug 2027	10-day classroom	Kuwait City	English	8,950
13–17 Dec 2027	5-day classroom	Singapore	English	4,750
3–14 Apr 2028	10-day online	Live online	English	5,450
7–11 May 2028	5-day classroom	Jeddah	Arabic	4,750
3–7 Jul 2028	5-day classroom	Paris	English	4,750
21 Aug – 1 Sep 2028	10-day classroom	Amsterdam	English	8,950
1–5 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
19–23 Feb 2029	5-day classroom	Vienna	English	4,750
16–27 Jul 2029	10-day classroom	Istanbul	English	8,950
10–14 Dec 2029	5-day classroom	Paris	English	4,750
13–17 Jan 2030	5-day classroom	Amman	Arabic	4,750
3–7 Jun 2030	5-day classroom	Dubai	Arabic	4,750
12–23 Aug 2030	10-day online	Live online	Arabic	5,450
21 Oct – 1 Nov 2030	10-day classroom	Abu Dhabi	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/