

WORKPLACE RELATIONSHIP MANAGEMENT



The various aspects of the WRM offering include

- Development of appropriate Policies and Practices that support the company values, and are fair and compliant with good practices.
- Training of management and staff of good employee management practices.
- Advisory and conflict resolution services.
- Implementing and conducting formal processes.
- Support in CCMA/legal challenges.
- Negotiation support.
- Retrenchment support.
- Eliminating policy abuse (sick leave fraud, internet usage, data ownership/confidentiality).

Critical to any workplace is the need to ensure that employees perceive they are managed fairly and are motivated to ensure the company achieves high productivity and/or levels of innovation.

Traditional Industrial Relations is only one part of Workplace Relationship Management (WRM) and unfortunately often enters the arena when the proactive elements of WRM have been overlooked or received less attention than they deserve.

(cont.)

The 360People WRM practice therefore begins with an audit of existing practices (which can include a value analysis too), and an identification of where and how these practices can be enhanced to forge relationships to optimize good working relationships and productivity. Once this is in place, and accepted by the leadership of the company, 360People WRM supports the client in implementing new policies, managing change, training management and staff, and support when the inevitable industrial relations situation arises.