Improving Employee Relations through Facilitation by Aarika Rastogi

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Unhappy employees can spell disaster to any company, leading to productivity halt and loss of millions of dollars. This is the reason why organisations spend so much time and money to improve its employee relations through various aspects of human resource management. Through sophisticated human resource management, organisations can employ the best of talent at the right time and at the right place.

There are numerous aspects of human resource management that are designed to maintain cordial relation between the company and its employees, and one such aspect is facilitation. What makes the practice of facilitation crucial for better management-employee relationship is the difference of opinions at different levels. Each employee may have his or her own opinion and would always want that opinion to be accepted by the others. When such thing doesnâ€™t happen, clashes occur that adversely affects the productivity. This is where the role of a facilitator is intensified.

A successful human resource management is that which has efficient facilitation skills. If you own a small business organisation, you can hire a facilitator or seek help from an HR consulting service provider. Business meetings are believed to be critical in taking important organisational decisions. However, more often, these business meetings end up in conflicts that escalate each time the members of the meeting come together. Thankfully, there are some companies out there that offer HR consulting services and facilitation experts for hire. These experts equip your employees with the skills that are required to make a business meeting fruitful and beneficial for the entire organisation.

From planning a meeting to helping employees realise their objective, a facilitator can significantly help your organisation and its employees to arrive at a decision or deliverable. When there is conflict between hierarchical management and theories and practice of empowerment, facilitators navigate between the two.

The pointers given below can give you a fair idea on the role of a facilitator in improving employee relations:

a) Helping the workforce cope up with organisational changes.

b) Enabling the management and the employees to identify the organisational goals.

c) Monitor the progress of the facilitation work done.

If you are looking to hire a facilitator from an HR consulting firm, you must look for certain characteristics necessary for successful facilitation. Some such characteristics are:

1) Excellent communication skills.

2) Experience in leading strategic planning processes.

3) Ability to provide insight and empathy.

4) Is an expert in conflict management.

5) Is a subject matter expert and has the understanding of organisational issues.

6) Has the ability to keep the audience focused.

7) Is committed to bring the desired conclusions for the group.

If your organisation doesnâ€™t have a trained facilitator or someone who can tackle human issues effectively, it is always advisable to hire someone who can improve relationship at work by communicating the message instead of arguing, by using supportive language and by bringing a positive energy to the group.

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HBA is a specialist workplace relations consultancy based in Canberra,a Facilitation,workplace investigations service,a Enterprise Agreements,employee relations, employment frameworks.

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