



# Employee Relations Survival Kit

Re-inventing HR via PR

March 15, 2011

## WHO SHOULD ATTEND

HR managers, operations officers,  
and small business owners

## INSTRUCTOR

Dr Despina Prinia

## CLASS HOURS

Tuesday 9:30-17:30 (8 hours)

## TUITION FEES

€ 280

LAEK subsidy is available

## REGISTRATION PROCEDURES

You can enroll individually or through  
your employer. Detailed information  
is provided on the next page.

## CERTIFICATE OF ATTENDANCE

A certificate of attendance will be  
provided upon successful completion  
of the seminar.

## FURTHER INFORMATION

Please call 2103680006 or  
2103680056, or send an email to  
training@hau.gr

## COURSE OVERVIEW

How does a firm keep its particular culture and cohesion during a crisis? How can it preserve team spirit and positive internal relations under extreme conditions and in light of the pressure and insecurity that prevail in difficult times? How can an organization retain its human face? The answer lies in the key role of the HR function. The HR managers can serve as a bond between the organization and its people. This program offers specific recommendations, and introduces the new tools and methodology for the HR managers to meet the challenges described above. Through lessons learnt and best practices you, as an HR professional, will understand how to use your expertise in formulating policies and procedures, training staff and communicating in order to reduce stress and help the organization make it through the crisis unharmed.

## TOPICS TO BE COVERED

### Re-inventing Employee Relations in Crisis

#### Conditions

- New tools and methodology

#### Crisis Communication

- Preservation of team spirit and team loyalty under crisis-induced stress
- Complaints management and conflict management

### Re-inventing Policy Making in Employee Relations

- Crisis management and organizational learning
- Refinement of profiles and measurement tools

#### Keeping It All Together

- Relationship marketing and interpersonal relations under crisis-induced stress

### Reputation Management and the Corporate Image

- Minimizing disruptions in the organizational culture & the image of the firm held by external and internal publics

### Human Resources Damage Control

- Exploring how the concept of organizational relationship relates to CM

## LEARNING OUTCOMES

By the end of this program you will be able to:

- Use specific tools and methodology to keep your company together
- Adopt the tactics that will be presented in case studies
- Upgrade your role and enhance your image in the company

## IN-HOUSE SEMINAR

If you have several people who need training we can bring this program directly to your organization. In-house seminars let you tailor the program to your specific needs and train your team in a convenient and cost-effective way.





# Registration Procedures & Registration Form

Attn: Georgia Dede  
Fax No: 2103633174

## INDIVIDUAL PARTICIPATION

There are two registration options:

**Online:** You can enroll by clicking the "Buy Online" tab at the top of the course description page. You will be asked to login to proceed. You will need a valid credit card (MasterCard or Visa) to be able to register this way. An automatic confirmation will be sent if the transaction is successful. Your receipt will be given to you on the day of the seminar.

**Offline:** You can register at the HAU Registrar's Office, Monday through Friday, 9:00-20:00, by providing a complete registration form and paying the full seminar fee. Tuition fees are not subject to VAT.

## PARTICIPATION THROUGH YOUR EMPLOYER

There are two registration options:

**Online:** You can enroll yourself or the employees of your company by clicking the "Buy Online" tab at the top of the course description page. You will be asked to login to proceed. You will need a valid credit card (MasterCard or Visa) to be able to pay the tuitions fees. You will need to print your/the employee's details as well as the invoice details, exactly as they should appear on your invoice. An automatic confirmation will be sent if the transaction is successful. Please note that the online registration cannot estimate any discounts, so if you wish to have 3 or more employees in the seminar, and thus be entitled to the 10% discount, you are strongly encouraged to use the offline registration option.

**Offline:** To enroll yourself or your company's employees you need to fax us a complete registration form. Please type the invoice details in Greek, exactly as they should appear on your company's invoice. The full seminar fee must be deposited in one of the HAU bank accounts that are listed on the registration form. A copy of the bank slip should accompany your registration form if you choose this payment method. Tuition fees are not subject to VAT. The Hellenic American Union will not accept any registration form that is not signed by the employer or the person responsible for training. Employers who enroll 3 or more employees in the seminar gain a 10% total discount. If you wish to take advantage of the LAEK subsidy please check the relevant box and we will email you all the necessary information.

The Hellenic American Union reserves the right to change or cancel any of its published programs due to unforeseen circumstances. A full refund is given to people who have registered.

I wish to enroll for the following seminar:

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## PARTICIPANT'S DETAILS

Last Name .....  
First Name .....  
Position / Status .....  
Company .....  
Home Address .....  
Postal Code .....  
Mobile Phone .....  
E-mail Address .....

## INVOICE DETAILS

Company Name .....  
Type of Business .....  
Company Address .....  
Postal Code / City .....  
Phone / Fax .....  
Tax Number ..... Tax Office.....

LAEK Subsidy  YES  NO

## PAYMENT METHOD

Deposit into one of the HAU Bank Accounts:

Emporiki 20.501.740 (IBAN GR65 0120 0050 0000 0002 0501 740)  
 Eurobank 0026-0012370100176525 (IBAN GR26 0260 0120 0003 7010 0176 525)

## CANCELLATION POLICY

Full payment is due upon registration. Cancellations must be made in writing at least 15 working days before the start of the seminar to be eligible for full refund. Thereafter, no refunds will be given.

I / we understand and accept the registration and cancellation policies.

Name / Signature.....Date.....