

EMPLOYEE RELATIONS AND INVESTIGATIONS CERTIFICATE

Program Description

During complicated times, employee relations issues skyrocket. Managing these issues, with a process in place to mitigate further internal problems in a professional manner, can be challenging. Poor handling of internal investigations can not only result in legal and monetary damages, but also reputational harm to an organization.

In this certificate program, you will explore a framework for conducting effective employee relations (ER) conversations with employees and managers. When workplace complaints turn more serious, it is important you complete an accurate, unbiased investigation. This program will take you through the full investigations process, starting with conducting an interview. From there you will work on structuring and conducting the investigation. Finally, you will conclude and evaluate the investigation.

Throughout this program, you will learn and apply the frameworks, processes, and communication skills needed to help you develop effective ER management practices to conduct fair internal investigations and enhance the success of the organization's mission through its employees.

For the best experience in this program, it is strongly recommended to take these courses in the order that they appear.

Key Takeaways

- Conduct day-to-day employee relations discussions and identify issues
- Develop interview skills
- Articulate how to structure and conduct an internal investigation
- Develop skills for reaching conclusions, implementing outcomes, and evaluating the investigation process

What You'll Earn

- Employee Relations and Investigations Certificate from Cornell ILR School
- 50 Professional Development Hours (5 CEUs)
- 50 Professional Development Credits (PDCs) toward SHRM-CP and SHRM-SCP recertification
- 50 Credit hours towards HRCI recertification

Who Should Enroll

- HR professionals
- Employee relations managers
- Generalists seeking to move into a specialized role

Total Investment

- 3 months to complete all the courses

How To Enroll

For more information on how to enroll, please visit Employee Relations and Investigations Certificate (<https://ecornell.cornell.edu/certificates/human-resources/employee-relations-and-investigations/>).

Courses

Code	Title	Hours
eCornell ILRHR591	Conducting Effective Employee Relations Conversations	0
eCornell ILRHR593	Internal Investigation Fundamentals	0
eCornell ILRHR594	Conducting Internal Investigation Interviews	0
eCornell ILRHR595	Investigating Internal Complaint Issues	0
eCornell ILRHR596	Concluding an Internal Investigation	0