
Professional Certificate in Aviation Human Resources Management

Employee Relations in Aviation

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Employee relations in aviation refer to the management of the relationship between employees and their employer within the aviation industry. It encompasses various aspects such as communication, conflict resolution, employee engagement, and overall employee satisfaction.

Collective Bargaining Agreement (CBA)

A Collective Bargaining Agreement (CBA) is a written contract between an employer and a union representing employees concerning terms and conditions of employment. In the aviation industry, CBAs often cover issues such as wages, benefits, working conditions, and dispute resolution procedures.

Conflict Resolution

Conflict resolution in aviation refers to the process of addressing and resolving disagreements or disputes that may arise between employees, between employees and management, or between different departments within an aviation organization. Effective conflict resolution techniques can help maintain a positive work environment and prevent escalation of conflicts.

Employee Assistance Program (EAP)

An Employee Assistance Program (EAP) is a confidential program designed to help employees deal with personal problems that may impact their work performance, health, and well-being. EAPs in aviation can provide counseling, referrals to resources, and support for employees facing issues such as stress, substance abuse, or family problems.

Employee Engagement

Employee engagement in aviation refers to the level of emotional commitment and dedication employees have towards their work and the organization. Engaged employees are more likely to be productive, motivated, and loyal to the company. Strategies to improve employee engagement may include communication, recognition, and opportunities for professional development.

Employee Relations Specialist

An Employee Relations Specialist in aviation is a human resources professional responsible for managing and improving relationships between employees and management. They may handle employee complaints,

conduct investigations, provide guidance on company policies, and ensure compliance with labor laws and regulations.

Industrial Relations

Industrial relations in aviation refer to the interactions and relationships between employers, employees, and labor unions within the aviation industry. The field of industrial relations focuses on collective bargaining, labor laws, workplace regulations, and the resolution of disputes to maintain a harmonious work environment.

Labor Union

A labor union is an organization formed by employees to collectively negotiate with employers on issues such as wages, benefits, working conditions, and job security. Labor unions in the aviation industry represent the interests of workers and advocate for their rights through collective bargaining and other activities.

Performance Management

Performance management in aviation involves the process of setting goals, evaluating employee performance, providing feedback, and identifying areas for improvement. Effective performance management systems can help align individual goals with organizational objectives and enhance employee productivity and engagement.

Workplace Diversity

Workplace diversity in aviation refers to the variety of differences among employees, including but not limited to race, gender, age, ethnicity, religion, sexual orientation, and disability. Embracing diversity in the workplace can lead to a more inclusive and innovative work environment, as employees bring unique perspectives and experiences to the table.

Workplace Harassment

Workplace harassment in aviation refers to any unwelcome or offensive behavior that creates a hostile work environment, such as discrimination, bullying, or sexual harassment. Employers have a legal obligation to prevent and address workplace harassment to ensure a safe and respectful workplace for all employees.

Human Resource Management (HRM)

Human Resource Management (HRM) in aviation involves the strategic planning and coordination of activities related to recruiting, hiring, training, developing, and retaining employees. HRM practices in aviation aim to maximize employee performance, satisfaction, and overall organizational success.

Job Analysis

Job analysis in aviation is the process of systematically collecting and evaluating information about a specific job to determine its duties, responsibilities, qualifications, and requirements. Job analysis helps organizations create accurate job descriptions, set performance standards, and make informed decisions about recruitment and training.

Occupational Safety and Health Administration (OSHA)

The Occupational Safety and Health Administration (OSHA) is a government agency in the United States that sets and enforces workplace safety and health regulations. OSHA regulations in aviation aim to protect employees from hazards, prevent accidents, and promote a safe working environment in airports, airlines, and other aviation organizations.

Organizational Culture

Organizational culture in aviation refers to the shared values, beliefs, norms, and practices that shape the behavior and attitudes of employees within an aviation organization. A strong organizational culture can foster teamwork, innovation, and employee engagement, while a negative culture can lead to conflicts and low morale.

Recruitment and Selection

Recruitment and selection in aviation involve the process of attracting, evaluating, and hiring qualified candidates for job openings within an aviation organization. Effective recruitment and selection practices can help companies find the right talent to meet their staffing needs and achieve their business goals.

Strategic Human Resource Management

Strategic Human Resource Management (SHRM) in aviation focuses on aligning HR practices with overall organizational strategies to achieve competitive advantage and business success. SHRM in aviation involves long-term planning, forecasting workforce needs, developing talent, and creating a positive work environment to support organizational goals.

Training and Development

Training and development in aviation involve providing employees with opportunities to enhance their knowledge, skills, and abilities to perform their job effectively. Training programs in aviation may include technical skills training, safety training, leadership development, and compliance training to support employee growth and career advancement.

Unfair Labor Practices

Unfair labor practices in aviation refer to actions by employers or labor unions that violate labor laws and undermine the rights of employees. Examples of unfair labor practices in aviation may include discrimination, retaliation against union activities, refusal to bargain in good faith, and interference with employee rights protected by law.

Whistleblower Protection

Whistleblower protection in aviation refers to laws and policies that protect employees from retaliation for reporting illegal or unethical behavior in the workplace. Whistleblower protections in aviation aim to encourage employees to speak up about wrongdoing without fear of reprisal and promote transparency and accountability within organizations.

Work-Life Balance

Work-life balance in aviation refers to the equilibrium between work responsibilities and personal life that allows employees to fulfill their professional duties while also enjoying time for family, hobbies, and self-care. Maintaining work-life balance in aviation is essential to prevent burnout, improve employee well-being, and enhance productivity and job satisfaction.

Zero Tolerance Policy

A Zero Tolerance Policy in aviation is a strict stance against specific behaviors or actions that are deemed unacceptable in the workplace, such as harassment, discrimination, violence, or substance abuse. Zero Tolerance Policies in aviation are designed to create a safe and respectful work environment by clearly outlining consequences for violations and enforcing consistent disciplinary measures.