

# “A STUDY ON MANAGING WORKPLACE RELATIONS”

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**Abstract**—Globalized environment the most important resource is Human Resource, why because people have relations and those relations to society and people and someone else but now a days with the advent of Globalization people have no time to listen and talk to even his family members also most of the time he spends his time in office or work place. so this place is most important to work for his personal objectives and fulfilling the company's objectives and professional growth, so in this segment we need to discuss the three major areas of why workplace relations are important is The first is that we hunger for community in the workplace—that is, for a workplace where people can use their talents and find personal growth along with mutual security and satisfaction. The second is that the world is changing too fast for experts, and it is hard to solve one problem without creating many others. The third theme is that the main tension in working with others derives from the conflict within each of us between authority and dependency, individuality and the need to belong, so in this context, Interpersonal relations are very important for the sustenance of a person. More so, at the workplace these days, where changing office dynamics has made office almost a second home

## INTRODUCTION

Workplace relationships are unique interpersonal relationships with important implications for the individuals in those relationships, and the organizations in which the relationships exist and develop. Studies show that workplace relationships directly affect a worker's ability to succeed. Because workers are spending on average 50 hours a week in the workplace, these long work hours are resulting in the formation of workplace friendships. These connections can be both positive, and have the potential to become harmful. Since these relationships are becoming more common this

page will briefly overview relationships in the workplace.

The Hawthorne effect grew out of a series of studies. The theory states that participants will act and react in different manners because they are aware they are being watched. Specifically in McGregor's X and Y theory states that the manager's approach affects the outcome of the worker. "If you give your employees even a little attention, they will equate that attention to "special" treatment that is different from the treatment that others receive. The Workplace Relations Act 1996 is an Australian law passed by the Howard Government after coming into power in 1996.

Previous Labor Government's Industrial Relations Act 1988. It started operation on 1 January 1997 and provided for the continuation of the federal award system which provides a minimum set of terms and conditions for employment. It also is important to recognize The Australian Industrial Relations Commission (AIRC) continues to determine federal awards but has been restricted by the Act to just 20 "allowable award matters", namely:

### **Here are 6-tips to help you better manage relationships at work.**

- No dirty politics please,
- Never be partial towards a co-worker/boss
- Be appreciative of others work
- Be genuinely nice
- Be punctual
- Never indulge in blame-game

***You Need To Actively Work At Building And Maintaining Relationships In The Workplace And Be Aware And Open To Others' Situations. Do Your Part By Cultivating:***

**Trust**—that others can complete their job to a high standard

**Respect**—always be considerate, honest and value others' opinions

**Openness**—be aware of the different backgrounds and perspectives of your colleagues

**Effective communication**—knows when to use different methods of communication (e.g. private meeting, group discussion, email, letter etc.).

### The Fair Work Commission

The Fair Work Commission can:

- set the safety net of minimum wages and employment conditions
- ensure the enterprise bargaining process is fair
- deal with protected and unprotected industrial action
- help with resolving workplace disputes, and
- Deal with termination of employment matters.

### Main aspects of Workplace Relations

#### Step 1

Create a clear and concise company mission statement and distribute a copy of the statement to each employee. The mission statement should outline the purpose of the business. Discuss how the mission statement fits with employees' personal values and roles in the company. Hold regular staff meetings to highlight recent company activities as well as discuss how employees are working toward or upholding the business's mission.

#### Step 2

Encourage teamwork through formal and informal team-building activities. Arrange a company-oriented outing, such as bowling or mini-golf, or involve the office in a team-based charitable activity. Good relationships in the workplace thrive when individuals feel part of a team and comfortable with their teammates. According to a 2008 study published by the University of Florida Institute of Food and Agricultural Sciences, respect and trust amongst co-workers and between supervisors and staff leads to greater

collaboration, innovation and efficiency in the workplace.

#### Step 3

Communicate group expectations immediately and regularly. Set high performance expectations and emphasize the importance of each employee's role to the success of the business. Coach managers on maintaining good relationships with their staff. Emphasize the need for two-way communication, clear and precise instructions, and the need for individuals to feel respected as both individuals and crucial contributors to the final service or product of the company.

#### Step 4

Set clear and measurable goals for your individual staff members. Employees must know what to do, how to do it, how well the task must be done and where to turn for help. To that end, provide detailed job descriptions and offer training with feedback from supervisors. Additionally, employees must clearly understand what constitutes satisfactory work and exactly how their performance will be measured.

#### Step 5

Reward great work as quickly as possible, and address problems or concerns immediately. Acknowledge staff members publicly with written or verbal commendations when they exceed performance expectations and provide assistance to those who are failing. Model the behavior of creating good workplace relationships by actively seeking opportunities to offer assistance that will help co-workers or support staff do their jobs better.

### Benefits of work place relations planning and management

The benefits that flow from better planning and management of industrial relations include, but are not limited to:

- Improvement of the enterprise's 'knowledge bank', industrial relations capability and management focus
- Improved corporate image through the demonstrated commitment to better management of workplace issues

- improved relations with stakeholders (who may include workers, unions, subcontractors, suppliers, industrial tribunals and clients)
- Efficient project performance from improved communication and knowledge for all stakeholders involved in developing and implementing an industrial relations management focus
- Less time and effort spent on resolving grievances about compliance with industrial awards and other legal obligations relating to employment
- Greater control over cost, time, quality and improved project outcomes.
- Competitive advantage. Developing an industrial relations management focus will assist contractors and their service providers both in complying with the industrial relations requirements outlined in the NSW Government Code of Practice for the Construction Industry and in verifying that compliance.

### What is a work place strategy

A work place Strategy is an expression of an enterprise's capacity to develop and implement a sound industrial relations management plan which ensures that industrial relations issues and risks are identified, assessed and managed.

The work place Strategy should demonstrate the integration of industrial relations requirements with the normal procedures, practices and performance standards of the enterprise. It involves an enterprise:

- developing a policy statement on industrial relations management that has the total support of management
- defining responsibilities for industrial relations management within the enterprise
- identifying resources and procedures for implementing required industrial relations management measures
- having planning processes and procedures in place that enable identification of potential industrial relations issues and facilitate the development of measures to minimize impacts
- outlining methods used to assess the capacity of subcontractors to understand and comply with their industrial relations responsibilities,
- establishing procedures to review and monitor the implementation of measures which support the work place Strategy and to initiate corrective action when required.

### SUGGESTION

- Don't assume they know what you mean
- Define success

- Practice being the Interested Observer
- Understand the work environment
- Trust and mutual understand at work place
- Implementation of systematic protocol
- Develop parlance attitude and behavior
- Give respect and take respect work environment
- Use leiz fair for better work environment
- Apply KAIZEN rule for everybody in the organization

### CONCLUSION

Finally conclude regarding workplace relations are the promotion and development of healthy labor management relations, maintenance of industrial peace and avoidance of industrial strife and development of industrial democracy. We conclude, in answering the central question, that workplace innovation (WPI) is related in a positive and significant way to perceived, self-reported quantitative and qualitative organizational performance on the one hand, and to satisfaction with employee commitment on the other. The relations are rather modest, but in the expected directions, which implies that our theoretical assumptions are supported. It can be observed that only relatively large flexible buffers of personnel have a positive association with both performance measures but a negative association with satisfaction with employee commitment.

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