

THEBES~2

Introduction

You will study management and union best practices on crucial topics including discipline, performance management, mental health, dispute resolution, and negotiated agreements in this timely and highly applicable course. Learn how to interact with challenging individuals and assist stop harmful habits. Minimise disputes resulting from the interpretation of labor contracts and other workplace matters. Recognise the distinction between industrial relations (IR) and employee relations (ER).

You will discover international best practices for managing unionised staff in this skills-building training session intended for managers and union officials.

This instruction session will emphasise:

- The best employee relations (ER) practices
- Managing and leading in a union setting
- Increasing your ability to handle conflicts
- Relationship supervision
- Win-win results
- The best approach is to learn from others.

Objectives

After attending this training session, you will be capable of:

- Talk about the best ways to manage employees who are unionized.
- Determine problems in the relationship between the union and management and how to fix them.
- Describe the proper procedures and methods that facilitate cooperation.
- Recognize the significance of relationship management
- Distinguish between constructive and destructive confrontation.

Training Methodology

To guarantee that the material provided is understood, comprehended, and retained to the fullest, this course will employ a variety of tried-and-true adult learning strategies. This contains engaging lectures that bolster each of the subjects and interactive discussion sessions led by trainers.

Additionally, there will be hands-on workshops where participants may practice and engage in activities connected to the course. To help with learning, there will be

enjoyable and useful tasks, quick video presentations, small group work, and feedback.

Organizational impacts

- Acquisition of useful skills that students may use right away after the course
More robust labor-management interactions to improve organisational performance
- Enhanced labor relations frameworks that encourage high performance and worker satisfaction
- Less time and money wasted on disputes
- Enhanced cooperation

Personal Impact

- Gain useful and adaptable skills for the future.
- This will make it possible for participants to comprehend modern best practices
- This will enable participants to collaborate with other people
- Increase knowledge about trade unions
- Enhanced employee initiatives

Who should attend?

Although a wide range of professions can profit from this Course N Carry training course, the following will particularly benefit:

- Anyone working in labor relations, employee relations, or industrial relations
- Professionals in Human Resource Management (HRM)
- Union Officials and Delegates
- Personnel and Employee Relations (ER)
- Personnel in Industrial Relations (IR)
- Managers who might gain from knowing about issues related to trade unions and internal relations

Course Outline

Day 1

Managing and Leading in a Union Setting

- The best approaches in industrial relations (IR) and employee relations (ER)
- The condition of the worker-employer relationship
- In the second decade of the twenty-first century, trade unions
- Employee Relations during the COVID-19 pandemic
- The shattered psychological agreement

Day 2

Increasing Your Capabilities in Conflict Resolution

- Conflict perceptions
- Conflict, both positive and negative
- Conflict resolution and evidence-based techniques
- De-escalation methods
- Differential Dispute Settlement (ADR)

Day 3

Relationship Administration

- The value of cooperation between management and unions
- Techniques for Relationship Management
- Recognising impact psychology
- Using suitable assertiveness methods and active listening
- Emotional intelligence's (EI) significance

Day 4

Win-Win Results

- Reaching a win-win outcome and saying yes
- Components of Bargaining
- Recognising your WATNA, MLATNA, and BATNA
- With Chips and Chops.
- Steer clear of negotiating errors

Day 5

Top Techniques: Taking Advice from Others

- What are the top organisations in the world doing?
- Collective bargaining that encourages everyone's progress
- Corporate Social Responsibility (CSR)
- Resilience and Mental Health
- Individualised Action Programme (PAP)