

INDUSTRIAL RELATIONS (IR), EMPLOYEE RELATIONS (ER) & TRADE UNION HARMONY



GENTEX[®]
TRAINING CENTER



Introduction

Strong workplace relationships form the backbone of a stable, productive organization. This Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony Training Course equips professionals with the knowledge to manage workplace disputes, build cooperative union relationships, and maintain compliance with labor laws. Furthermore, it explores practical negotiation techniques and conflict resolution methods used across industries. As a result, participants learn to balance organizational interests with employee rights effectively. In addition, the course covers grievance handling, collective bargaining, and dispute prevention strategies. Participants gain the tools needed to foster harmony between management and labor, reducing workplace friction and supporting long-term organizational stability.

Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony Course Objectives

- Understand the legal framework governing industrial and employee relations
- Apply collective bargaining techniques to reach fair, sustainable agreements
- Develop grievance handling procedures aligned with labor law requirements
- Use conflict resolution models to manage workplace disputes effectively
- Build cooperative relationships with trade unions and worker representatives
- Draft and interpret collective bargaining agreements (CBAs)
- Apply mediation and arbitration techniques to resolve disputes
- Identify early warning signs of labor unrest and industrial action
- Design employee engagement strategies that reduce grievances
- Evaluate case studies of successful IR and ER practices



Course Methodology

This training course combines lectures, case studies, and simulated negotiation exercises. Furthermore, participants practice grievance handling and collective bargaining through role-play scenarios. In addition, group discussions examine real labor disputes and their resolutions. Trainers use mediation simulations to build practical dispute-resolution skills. As a result, participants leave with applied experience in managing industrial and employee relations challenges.

Who Should Take This Course

- Human resources managers and officers
- Labor relations and industrial relations specialists
- Employee relations coordinators
- Legal advisors handling labor matters
- Union liaison officers
- Operations managers overseeing unionized workforces
- Anyone involved in workplace dispute resolution

Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony Course Outlines

Day 1: Foundations of Industrial and Employee Relations

- Overview of IR and ER concepts and scope
- Legal framework governing labor relations

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- Role of trade unions in the workplace
- Key labor laws and international standards
- Rights and responsibilities of employers and employees
- Historical evolution of industrial relations
- Group discussion on current labor trends

Day 2: Collective Bargaining and Agreements

- Principles of collective bargaining
- Structuring collective bargaining agreements (CBAs)
- Negotiation strategies for management and unions
- Common bargaining pitfalls and how to avoid them
- Drafting clear, enforceable agreement terms
- Case study: successful bargaining outcomes
- Simulation: mock bargaining session

Day 3: Grievance Handling and Dispute Resolution

- Designing effective grievance procedures
- Steps in formal grievance handling
- Mediation techniques for workplace disputes
- Arbitration processes and outcomes
- Documenting and tracking grievances
- Role-play: grievance resolution scenario
- Common grievance triggers and prevention

Day 4: Managing Trade Union Relationships



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- Building constructive union-management dialogue
- Recognizing union representation rights
- Handling industrial action and strikes
- Communication strategies during disputes
- Joint consultation committees
- Case study: union harmony success stories
- Group exercise: union relationship mapping

Day 5: Sustaining Workplace Harmony

- Employee engagement strategies to reduce conflict
- Early warning systems for labor unrest
- Building a positive organizational culture
- Conflict prevention through policy design
- Monitoring IR and ER performance indicators
- Action planning for workplace harmony
- Course review and final discussion

Conclusion

By successfully completing the Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony Training Course, participants will have acquired practical skills in collective bargaining, grievance handling, and dispute resolution. Furthermore, they will understand how to build cooperative relationships with trade unions while maintaining legal compliance. As a result, participants gain the confidence to manage workplace conflicts proactively. Gentex Training Center remains dedicated to strengthening workplace stability through practical, applied learning for HR and labor relations professionals.





FAQs

Q1 What is the "Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony" course about?

This course teaches participants how to manage workplace relationships between employers, employees, and trade unions. It covers collective bargaining, grievance handling, and dispute resolution, helping organizations maintain compliance and workplace stability.

Q2 What are the key benefits of the "Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony" course?

Participants gain practical negotiation skills, improved grievance management, and stronger union relationships. Additionally, they learn to prevent labor disputes, reduce workplace friction, and support long-term organizational stability through proactive relationship management.

Q3 What skills will I gain from the "Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony" course?

Participants gain collective bargaining, grievance handling, mediation, and union relationship management skills. These core competencies help professionals resolve disputes fairly and maintain cooperative labor relations across their organizations.



Q4 What tools, methods, or standards are covered in the "Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony" course?

The course covers collective bargaining agreements (CBAs), mediation and arbitration techniques, grievance procedure frameworks, and joint consultation committees. These proven methods give participants structured approaches to labor relations management.

Q5 How is the "Industrial Relations (IR), Employee Relations (ER) & Trade Union Harmony" course applied in real-world practice?

Participants apply concepts through mock bargaining sessions, grievance role-plays, and union relationship mapping exercises. As a result, they leave equipped to handle real labor disputes and negotiate agreements confidently.