

SEMINAR ON MANAGING RELATIONS BETWEEN BUSINESS LEADERS AND LABOUR REPRESENTATIVES



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TRAINING CENTER



Introduction

Seminar on Managing Relations between Business Leaders and Labour Representatives Training Course prepares leaders and employee representatives to build working relationships based on trust, dialogue, and shared interest. Participants learn how to handle collective bargaining, prevent disputes, and manage grievances fairly before they escalate. The program combines labour law foundations with practical negotiation, communication, and conflict resolution methods. As a result, learners gain the confidence to address difficult workplace issues constructively. Furthermore, the course strengthens industrial peace, productivity, and long-term organizational stability.

Seminar on Managing Relations between Business Leaders and Labour Representatives Course Objectives

- Explain the legal and institutional framework of labour relations.
- Apply collective bargaining principles and the stages of negotiation.
- Use interest-based negotiation (principled negotiation) instead of positional bargaining.
- Prepare for bargaining with mandates, cost analysis, and BATNA planning.
- Apply the ILO core labour standards and freedom of association principles.
- Manage grievance procedures with clear timelines and fair investigation.
- Resolve workplace disputes using mediation and conciliation techniques.
- Apply conflict resolution frameworks such as Thomas-Kilmann conflict modes.
- Communicate decisions to employees, unions, and management clearly.
- Build employee engagement and consultation mechanisms (works councils, joint committees).



Course Methodology

- Interactive seminar sessions built on real labour relations cases.
- Simulation of collective bargaining rounds and union-management dialogue.
- Role-play exercises on grievance handling and mediation.
- Group work on dispute prevention and joint committee design.
- Case analysis of strikes, lockouts, and dispute resolution outcomes.
- Facilitator coaching and peer review on negotiation and communication plans.

Who Should Take This Course

- HR directors, managers, and labour relations specialists.
- Business leaders, plant managers, and operations directors.
- Employee and union representatives, and works council members.
- Legal advisors handling employment and industrial relations matters.
- Government labour officials and conciliation officers.
- Line managers who supervise unionized or represented workforces.

Seminar on Managing Relations between Business Leaders and Labour Representatives Course Outlines

Day 1: Foundations of Labour Relations

- Labour relations concepts and the parties involved.
- Employer, employee, and government roles and expectations.
- ILO core labour standards and freedom of association.
- National labour law frameworks: contracts, working time, and termination.

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- Collective agreements: purpose, scope, and legal effect.
- Industrial peace versus conflict: causes and costs.
- Case study: a workplace dispute and how it escalated.

Day 2: Communication, Trust, and Joint Consultation

- Building trust between management and employee representatives.
- Joint consultation mechanisms: works councils and joint committees.
- Communication channels and information sharing practices.
- Employee voice, engagement, and feedback systems.
- Managing expectations during change and restructuring.
- Cultural and generational differences in workplace dialogue.
- Workshop: designing a joint consultation structure.

Day 3: Collective Bargaining and Negotiation

- Collective bargaining process: preparation, negotiation, agreement, and ratification.
- Interest-based negotiation (principled negotiation) and its four elements.
- Preparing mandates, cost analysis, and BATNA (best alternative to a negotiated agreement).
- Distributive versus integrative bargaining approaches.
- Handling concessions, deadlocks, and impasses.
- Documenting and implementing negotiated agreements.
- Simulation: a collective bargaining negotiation round.

Day 4: Grievance Handling and Dispute Resolution

- Grievance procedures: steps, timelines, and documentation.



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- Investigating complaints fairly and confidentially.
- Discipline and dismissal: due process and proportionality.
- Mediation and conciliation: techniques and when to use them.
- Arbitration and adjudication as escalation options.
- Thomas-Kilmann conflict modes: competing, collaborating, compromising, avoiding, accommodating.
- Role-play: mediating a workplace grievance.

Day 5: Sustaining Industrial Peace and Productivity

- Linking labour relations to productivity and performance.
- Partnership agreements and cooperative labour relations models.
- Managing industrial action: legal limits and practical response.
- Monitoring employee relations climate with surveys and indicators.
- Training managers in labour relations awareness.
- Continuous improvement of labour relations practices.
- Capstone: presenting a labour relations improvement plan.

Conclusion

By successfully completing Seminar on Managing Relations between Business Leaders and Labour Representatives, participants will gain a practical understanding of how to build trust and handle conflict between management and employee representatives. They will acquire skills in collective bargaining, grievance handling, mediation, and joint consultation. Gentex Training Center designs the seminar to help organizations maintain industrial peace while improving productivity and mutual respect.





FAQs

Q1 What is the "Seminar on Managing Relations between Business Leaders and Labour Representatives" course about?

It covers how management and employee representatives work together productively and resolve conflict fairly. The seminar spans labour law foundations, joint consultation, collective bargaining, grievance handling, mediation, and dispute prevention, with a focus on practical dialogue rather than confrontation.

Q2 What are the key benefits of the "Seminar on Managing Relations between Business Leaders and Labour Representatives" course?

You gain stronger relationships and fewer damaging disputes. The seminar improves negotiation outcomes, reduces the cost of conflict and industrial action, builds trust between parties, and helps both sides handle grievances and change with greater confidence and fairness.

Q3 What skills will I gain from the "Seminar on Managing Relations between Business Leaders and Labour Representatives" course?

You will develop four core skills: collective bargaining and interest-based negotiation, joint consultation and employee engagement, grievance handling and dispute resolution, and conflict management with workplace communication.



Q4 What tools, methods, or standards are covered in the "Seminar on Managing Relations between Business Leaders and Labour Representatives" course?

The seminar covers ILO core labour standards, collective bargaining agreements, interest-based (principled) negotiation, BATNA analysis, distributive and integrative bargaining, grievance procedures, mediation and conciliation techniques, arbitration, the Thomas-Kilman conflict modes, works councils and joint committees, and employee engagement surveys.

Q5 How is the "Seminar on Managing Relations between Business Leaders and Labour Representatives" course applied in real-world practice?

Participants apply it to real situations such as preparing a bargaining mandate, handling an employee grievance, mediating a dispute between a supervisor and a works council, and designing a joint consultation committee. The same methods support restructuring consultations and dispute prevention planning.