Best Practices for Managing Union Employees

INTRODUCTION

- In this topical and very practical course you will learn both management and union best practices on important issues such as discipline, performance management, mental health, conflict resolution, and negotiated agreements. Develop skills to help eliminate negative behaviours and engage difficult people. Reduce conflict arising from the interpretation labour agreements and other industrial issues. Understand the difference between Employee Relations (ER) and Industrial Relations (IR).
- In this skills-building training course designed for both managers and union representatives, you will learn global best practices in managing unionised employees.

This training course will highlight:

- Best practices in Employee relations (ER)
- Leading and managing in a union environment
- Developing your conflict management skills
- Relationship management
- Win-win outcomes
- Best practices - learning from others

OBJECTIVES

By the end of this training seminar, you will be able:

- Discuss best practices in managing unionised employees
- Identify issues in the union/management relationship and how to address them
- Describe appropriate processes and approaches that support collaboration
- Understand the importance of relationship management
- Differentiate between positive and negative conflict

TRAINING METHODOLOGY

- This course will use various proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes stimulating presentations supporting each of the topics and interactive trainer lead sessions of discussion.
- There will also be practical sessions where participants can practice and experience course-related activities. Practical and fun exercises, short video presentations, small group work and feedback will be used to facilitate learning.

ORGANISATIONAL IMPACT

- Development of practical skills that can be applied immediately after the course
- Stronger labour management relations to enhance organisational capabilities
- Improved labour relations systems that promote worker satisfaction and high performance
- Reduced time and costs spent on conflict
- Improved collaboration

PERSONAL IMPACT

- Develop practical and transferable skills for the future
- Will enable participants to understand current best practices
- Will allow participants to work collaboratively with others
- Develop awareness in the field of trade unions
- Improved employee initiatives

WHO SHOULD ATTEND?

- Anyone involved in Industrial Relations (IR), Employee Relations (ER) or Labour Relations
- Human Resource Management (HRM) Professionals
- Union Delegates and Officials
- Employee Relations (ER) Personnel
- Industrial Relations (IR) Personnel
- Those Managers who would benefit from an understanding of trade union and IR issues

Course Outline

Leading and Managing in a Union Environment

- Best practices in Employee Relations (ER) and Industrial relations (IR)
- The state of the employee relationship
- Trade unions in the second decade of the 21st Century
- Employee Relations in the time of coronavirus
- The damaged psychological contract

Developing Your Conflict Management Skills

- Perceptions of conflict
- Positive & negative conflict
- Resolving and conflict – evidence-based methods
- De-escalation techniques
- Alternative Dispute Resolution (ADR)

Relationship Management

- The importance of a Management/Union partnership
- Relationship Management techniques
- Understanding the psychology of influence
- Use of active listening & appropriate assertiveness techniques
- The importance of Emotional intelligence (EI)

Win-Win Outcomes

- Getting to yes – achieving win-win
- Elements of Negotiation
- Understanding your BATNA, WATNA and MLATNA
- Using Chips & Chops
- Avoiding negotiation mistakes

Best Practices - Learning from Others

- What are the world's best organisations doing?
- Collective bargaining that promotes growth for all
- Corporate Social Responsibility (CSR)
- Mental Health and Resilience
- Personal Action Planning (PAP)