



Transformational Industrial and Employee Relations Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-08-04

End Date: 2026-08-08

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: HRMC

Course Code: HRMC-61

Syllabus

Course Syllabus

Course Outline

DAY 1

Transformational Employee, Labour & Industrial Relations

- The Context for Labour, Employee & Industrial Relations
- Understanding the Functional Role of Trade Unions
- Trade Unionism in Africa, The Gulf, and Globally
- Current Trends in Employee & Industrial Relations
- The Nature of the Employment Relationship and the Psychological Contract
- Employee Relations: Economic, Legal & Social Perspectives

- Techniques and Processes to Manage Grievances Efficiently
- Dignity at Work: Workplace Bullying Example
- The 'Flexible Firm' Model and the Labour Utilisation
- Involvement, Participation, and Employee Voice

DAY 3

Negotiation Skills for Collective Bargaining

- Collective Bargaining
- A Win-Win Approach to Negotiation
- Stages of Negotiation & the Coleman Raider "Bare-bones" Model
- Exploring Competition and Cooperation
- Introduction to Reframing Techniques
- Cultural Differences that Affect Negotiation and Collective Bargaining

DAY 4

Managing Conflict and Workplace Mediation Skills

- Understanding Conflict
- Analysing your Conflict Handling Behaviour (styles)
- Resolving and Managing Conflict – avoiding conflict escalation
- The Abilene Paradox and Avoiding Groupthink
- Alternative Dispute Resolution (ADR)
- Understanding Arbitration, Conciliation, and Mediation

DAY 5

Practical Techniques of Mediation

- The Mediation Processes
- Issues Suitable for Mediation
- The Mediator's Role
- The 5-step Framework for Effective Mediation
- Reaching and Formalising Agreements
- Personal Action Planning