



# Transformational Industrial and Employee Relations Course

## Venue Information

**Venue:** London UK

**Place:**

**Start Date:** 2026-11-17

**End Date:** 2026-11-21

## Course Details

**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** HRMC

**Course Code:** HRMC-61

## Syllabus

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#### 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