

# € TRAINING

Transformational Industrial (IR) and  
Employee Relations (ER) Workshop



17 - 21 November 2024  
Amman (Jordan)  
ibis Amman

# Transformational Industrial (IR) and Employee Relations (ER) Workshop

REF: H1383 DATE: 17 - 21 November 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction:

This dynamic workshop on Transformational Labour & Industrial Relations will provide participants with a thorough understanding of Labour and Industrial Relations IR. Industrial Relations is concerned with the maintenance of the employment relationship, essentially how trade unions and management of an organization interact.

Industrial Relations has undergone many changes over the past decade, but it continues to be a critical area for all organizations. Industrial Relations is about employers and unions communicating and negotiating effectively. It is about seeing the "big picture" and helping the organization take appropriate action to maintain good working relationships at all levels. This dynamic and interactive workshop will help you transform your industrial relations, so it meets the needs of all stakeholders over the coming decade.

## Course Objectives:

At the end of this course the participants will be able to:

- Develop a collaborative approach to labor & industrial relations
- Examine techniques and methodologies for enhancing & transforming IR
- Appreciate the importance of employee engagement and empowerment
- Understand the people factors in IR
- Critically analyze the possibilities of effective conflict resolution
- Utilize mediation skills as a practical intervention into disputes

## Targeted Audience:

- Union Delegates and Officials
- Employee Relations ER Personnel
- Industrial Relations IR Personnel
- Human Resource Management HRM Professionals who need to understand Industrial Relations & Employee Relations
- Those managers who would benefit from an understanding of trade union issues
- Anyone who wants to learn practical skills in labor negotiation and workplace mediation

## Course Outlines:

### Unit 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

### Unit 2: Vital People Factors in the Workplace:

- Collective Negotiation and Consultation
- 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

### Unit 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

### Unit 4: Managing Conflict and Workplace Mediation Skills:

- Understanding Conflict
- Analyzing 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

### Unit 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