Labour Relations
Managing in a Unionised Environment
10 - 14 Aug 2020, London
15 - 19 Nov 2020, Dubai
Why Choose this Training Course?

Why should an organisation pay attention to developing good Labour and Employee Relations? Events in the most well-run of organisations can leave employees experiencing feelings of unfairness, alienation, demotivation and frustration. However, with positive employee relations and channels for expressing and dealing with problems, an organisation can ensure that by addressing the employees or group’s complaint quickly and fairly and at the lowest level possible within the organisation, a positive outcome is assured, and issues are not escalated.

This AZTech training course looks at the role of managers, unions and employee representatives, and how they can nurture trust-based relationships within the organisation and generate a positive work culture which improves the overall productivity and output of a business, as well as benefiting the employee’s personal well-being even when conflict arises.

This training course will feature:

- How to Work Effectively to Build Trust in the Unionised Environment
- The Union’s Role in Building and Maintaining a Productive Work Environment
- Identifying Interests Which Call for Engaging, Motivating and Coaching
- Recognising Rights, Setting Boundaries and Obligations
- Managing and Applying Discipline
- Performance Management that Works
- Negotiating, Mediating, Conflict Management Skills

What are the Goals?

By the end of this AZTech training course, participants will be able to:

- Understand the Strategic Nature of Employee Relations
- The Role of Unions and other Employee Representatives
- Recognise the importance of Employee Engagement
- Develop Performance Management that Delivers
- Understand mediation, Bargaining and Collective Agreements
- How to Investigate and Handle Grievances, Settlements and Arbitration

Who is this Training Course for?

This AZTech training course is suitable to a wide range of professionals but will greatly benefit:

- Managers new to a unionised work environment
- Front-line supervisors and team leaders responsible for creating positive working relationships with unionised workers
- HR supervisors and Labour Relations Leaders overseeing skilled trades professionals
- HR specialists responsible for Employee Relations, Negotiating and Mediating
- HR Administrators

How will this Training Course be Presented?

This AZTech training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes group discussion, group-based exercises, questionnaires, videos, role play and tutor input.

www.aztechtraining.com
The Course Content

DAY ONE: The Importance of Effective Employee Relations

- Why Workplace Relations Matter
- Industrial and Employee Relations – Differences and Similarities
- Features of the Unionised Workplace – What Role Do Unions Play?
- Building Culture in a Unionised Environment
- Defining Acceptable Norms and Mores
- Collective Agreements and Terminology

DAY TWO: Interests, Rights and Power

- Interests – Motivation, Engagement, Trust
- Rights – Establishing Boundaries, Rights and Obligations
- Power – Discipline, Accountability and Boundary Enforcement
- Bargained Rights vs. Residual Rights
- Making and Enforcing Rules
- Organisational Policies and Procedures

DAY THREE: Performance Management

- Creating a Performance Based Culture
- Setting Expectations and Performance Standards
- Responsibilities of the Union and Management
- Discipline, Grievances and Investigations
- Coaching and Assistance to Improve Performance
- Managing Absenteeism

DAY FOUR: Dispute Resolution - Handling Industrial Action

- Nature of Conflict
- Types of Industrial Action
- Mediation and Conciliation
- Negotiating
- Management Responses
- Rights to Dismiss and Discipline

DAY FIVE: Alternatives to Unions

- Importance of the Employee Voice
- Joint Consultative Committees
- Employee Representatives
- Forums and Quality Circles
- Partnerships
- Role of Legislation

PROFESSIONAL RECOGNITION AND ACCREDITATION:

HR Certification Institute’s® (www.HRCI.org) official seal confirms that AZTech Training & Consultancy meets the criteria for pre-approved recertification credit(s) for any of HRCI’s eight credentials, including SPHR® and PHR®.
Hotel Accommodation

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

Event Disclaimer

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

Cancellation & Substitution

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

4 Ways to Register

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Telephone: +971 4 427 5400
Fax Number: +971 4 427 5401
Email Address: info@aztechtraining.com
Visit our website: www.aztechtraining.com

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