

Labour Relations: Managing in a Unionised Environment

The Importance of Positive Employee Relations

Date	Venue	Fees
05 - 09 Aug 2019	London	\$5,950

Training Course Overview

Why should an organisation pay attention to developing good Labour/ 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, an organisation can ensure that by addressing the employee's 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 Anderson training course looks at the role of managers 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.

Training Course Objectives

By attending this Anderson training course, delegates 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 works
- Understand mediation, bargaining and collective agreements
- How to investigate and handle grievances, settlements, and arbitration

The Certificate

- Anderson Certificate of Completion will be provided to delegates who attend and complete the course.



Designed for

This Anderson 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

Training Course Outline

Amongst a wide range of valuable topics, the following will be prioritised:

- How to work effectively to build trust in the unionised environment
- How to apply power without causing long-term problems
- The union's role in building and maintaining a productive work environment
- Working effectively with difficult managers and members
- Identifying interests which call for engaging, motivating, and coaching
- Recognising rights, setting boundaries and obligations
- Obligations that management and unions have in relation to human rights issues
- Managing and Applying Discipline
- Performance Management that Works
- Negotiating, Mediating, Conflict Management Skills

OUR QUALITY STANDARD

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