

Course No. 1978

Labor Relations, Collective Bargaining & Workplace Negotiations Training Course

EMPLOYEE RELATIONS, LABOR LAW & HR COMPLIANCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Labor Relations, Collective Bargaining & Workplace Negotiations Training Course provides a practical and strategic framework for managing workplace relationships, collective bargaining processes, employee representation, and employment-related negotiations. The program focuses on building constructive labor relations that support organizational stability, employee engagement, operational continuity, and fair and effective workplace practices.

Participants will explore the foundations of labor relations, including the roles and responsibilities of management, employees, employee representatives, and relevant internal stakeholders. The course examines workplace policies, employment conditions, grievance mechanisms, disciplinary matters, consultation processes, and the principles that contribute to productive and sustainable employee-management relationships.

A major component of the program is collective bargaining and negotiation. Participants will learn how to prepare for negotiations, identify priorities and interests, analyze proposals, develop negotiation strategies, manage difficult discussions, evaluate trade-offs, and reach workable agreements. The course also addresses communication, conflict management, negotiation ethics, documentation, and implementation of agreed outcomes.

Through negotiation simulations, workplace case studies, grievance scenarios, role-playing exercises, and collective bargaining workshops, participants will strengthen their ability to manage sensitive workplace situations professionally. The course emphasizes practical decision-making, risk awareness, relationship management, and the development of structured approaches that help organizations resolve disputes while maintaining productive working relationships.

Objectives

- By the end of the course, participants will be able to:
- Explain the strategic principles and objectives of effective labor relations.
- Analyze the roles of management, employees, and employee representatives in workplace relations.
- Establish constructive approaches to employee-management relationships.
- Prepare effectively for collective bargaining and workplace negotiations.

- Identify organizational priorities, employee interests, and negotiation objectives.
- Develop negotiation strategies based on evidence and organizational requirements.
- Apply effective communication and negotiation techniques in sensitive workplace situations.
- Manage grievances and workplace disputes through structured processes.
- Evaluate proposals, trade-offs, and potential negotiation outcomes.
- Apply conflict management techniques to employment-related disagreements.
- Identify workplace relations risks and develop appropriate mitigation approaches.
- Document negotiation positions, agreements, and follow-up actions effectively.
- Support consistent and fair implementation of negotiated outcomes.
- Strengthen managers' capabilities in handling difficult employee relations matters.
- Evaluate the effectiveness of labor relations practices and negotiation processes.
- Develop a sustainable framework for workplace relations and continuous improvement.

Who Should Attend

This course is designed for HR directors and managers, employee relations specialists, labor relations professionals, HR business partners, employee relations advisors, and professionals responsible for workplace policies, employee representation, grievances, or employment negotiations.

It is also suitable for department heads, line managers, supervisors, operations managers, legal and compliance professionals, workforce planning specialists, senior executives, and managers who regularly deal with employee concerns, workplace disputes, negotiations, or organizational change.

The program is particularly relevant to government entities, ministries, banks and financial institutions, oil and gas organizations, manufacturing and industrial companies, construction organizations, transportation and logistics companies, utilities, and large private-sector institutions seeking to strengthen workplace stability, negotiation capabilities, employee relations, and organizational resilience.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Assess the current effectiveness of workplace and labor relations practices.
- Identify key stakeholders and their interests in employment-related negotiations.
- Prepare structured negotiation briefs and bargaining strategies.
- Develop clear negotiation objectives, priorities, and boundaries.
- Analyze proposals and determine their organizational and workforce implications.
- Apply negotiation techniques to complex and sensitive workplace situations.
- Manage difficult conversations while maintaining professional relationships.
- Handle grievances using structured and consistent processes.
- Distinguish between underlying interests, positions, and negotiable issues.
- Develop practical options and trade-offs to facilitate agreement.
- Recognize potential escalation points and workplace relations risks.
- Document agreements, commitments, and implementation responsibilities.
- Support managers in resolving employee relations issues effectively.
- Evaluate negotiated outcomes against organizational and workforce objectives.
- Improve communication between management and employee representatives.
- Develop an action plan for strengthening labor relations and workplace negotiation practices.

Course Outline

DAY 01

Foundations of Labor Relations and Workplace Relationships

- Principles and objectives of effective labor relations.
- The changing role of employee relations in organizations.
- Management and employee responsibilities.
- Roles of employee representatives and workplace stakeholders.
- Building trust and constructive workplace relationships.
- Employment policies and workplace expectations.
- Consultation and employee participation mechanisms.

DAY 01 — CONTINUED

- Grievance and complaint management frameworks.
- Workplace conflict and sources of employee relations issues.
- Manager responsibilities in employee relations.
- Identifying risks that affect workplace stability.

PRACTICAL APPLICATION

Assess a workplace relations scenario and identify the key stakeholders, underlying issues, risks, and appropriate management responses.

DAY 02

Collective Bargaining Preparation and Strategy

- Principles and stages of collective bargaining.
- Preparing for bargaining discussions.
- Identifying organizational objectives and priorities.
- Understanding employee interests and expectations.
- Gathering and analyzing relevant workforce information.
- Developing bargaining positions.
- Establishing priorities, limits, and negotiation parameters.
- Evaluating compensation, benefits, working conditions, and employment proposals.
- Preparing negotiation teams and assigning responsibilities.
- Developing negotiation scenarios and alternatives.
- Managing information and documentation.

PRACTICAL APPLICATION

Develop a collective bargaining preparation plan covering objectives, priorities, negotiation parameters, stakeholder interests, and alternative outcomes.

DAY 03

Workplace Negotiation Skills and Conflict Management

- Principles of effective workplace negotiation.
- Interest-based and problem-solving negotiation.
- Active listening and effective questioning.
- Communication during difficult negotiations.
- Managing emotions and challenging behaviors.
- Handling objections and resistance.
- Identifying interests behind stated positions.
- Developing options and trade-offs.
- Managing deadlocks and negotiation pressure.
- Conflict prevention and resolution.
- Maintaining professional relationships during disputes.

PRACTICAL APPLICATION

Participate in a workplace negotiation simulation involving conflicting employee and management priorities.

DAY 04

Grievances, Disputes and Negotiated Agreements

- Structured grievance management.
- Investigating workplace complaints and disputes.
- Assessing facts and available evidence.
- Managing disciplinary and employee relations situations.
- Escalation and dispute resolution mechanisms.
- Mediation and facilitated workplace discussions.
- Negotiating practical resolutions.
- Evaluating proposals and concessions.
- Drafting key elements of workplace agreements.
- Documentation and implementation responsibilities.

DAY 04 — CONTINUED

- Monitoring compliance with negotiated outcomes.

PRACTICAL APPLICATION

Resolve a complex workplace grievance through a structured negotiation and develop an agreed resolution with implementation actions.

DAY 05

Labor Relations Governance, Risk and Continuous Improvement

- Governance of labor and employee relations.
- Policies, procedures, and decision-making authorities.
- Managing workplace relations risks.
- Monitoring employee relations trends and indicators.
- Analyzing grievance and dispute data.
- Evaluating negotiation outcomes and organizational impact.
- Strengthening management capabilities in employee relations.
- Improving communication with employee representatives.
- Building sustainable workplace relations.
- Preparing for future workforce and employment challenges.
- Continuous improvement of labor relations practices.
- Developing an integrated workplace negotiation framework.

FINAL WORKSHOP

Develop an integrated Labor Relations, Collective Bargaining & Workplace Negotiations framework for a selected organization, including stakeholder analysis, labor relations priorities, negotiation preparation, bargaining strategy, grievance management, conflict resolution, governance, communication, documentation, risk management, implementation, and continuous improvement.



Register or Request More Information

Course page: <https://quest-training.com/courses/labor-relations-collective-bargaining-workplace-negotiations-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

