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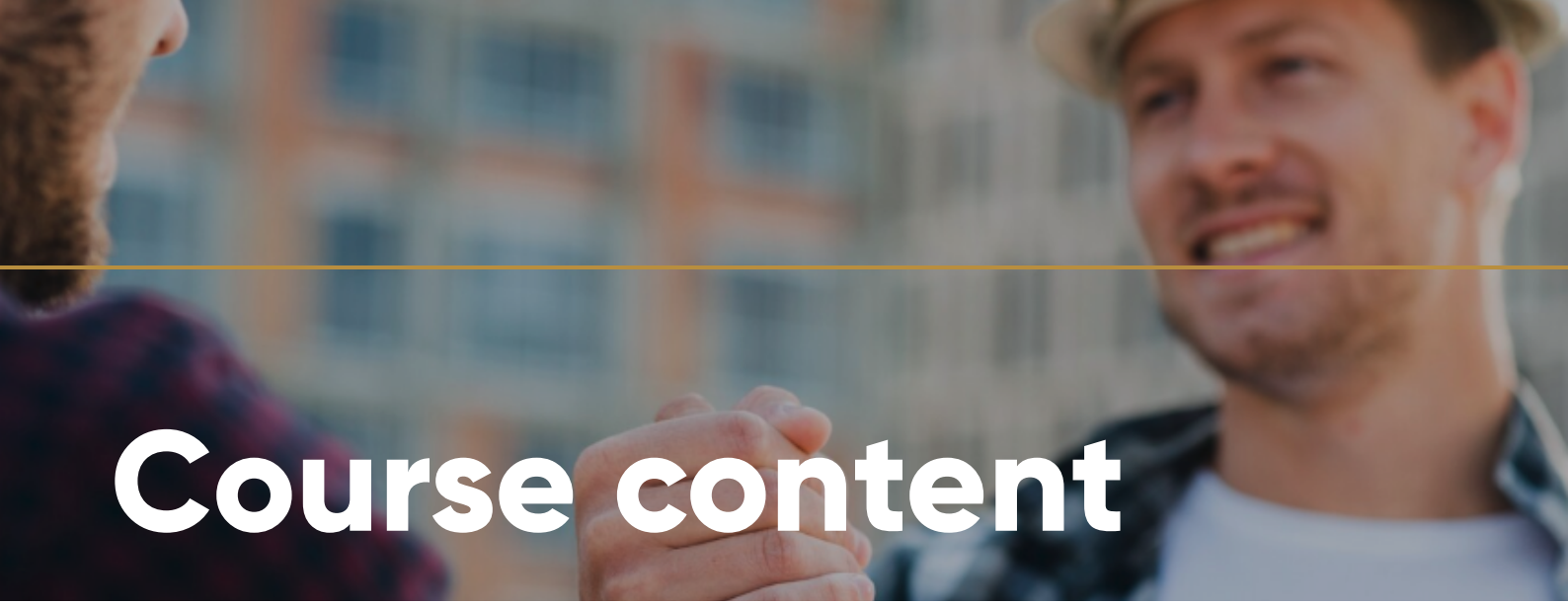


HUMAN RESOURCES AND TRAINING | HRT-023

Labour Relations

UK
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

NL
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands



Course content

Why Attend

Why Choose Labour Relations 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 Labour Relations 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.

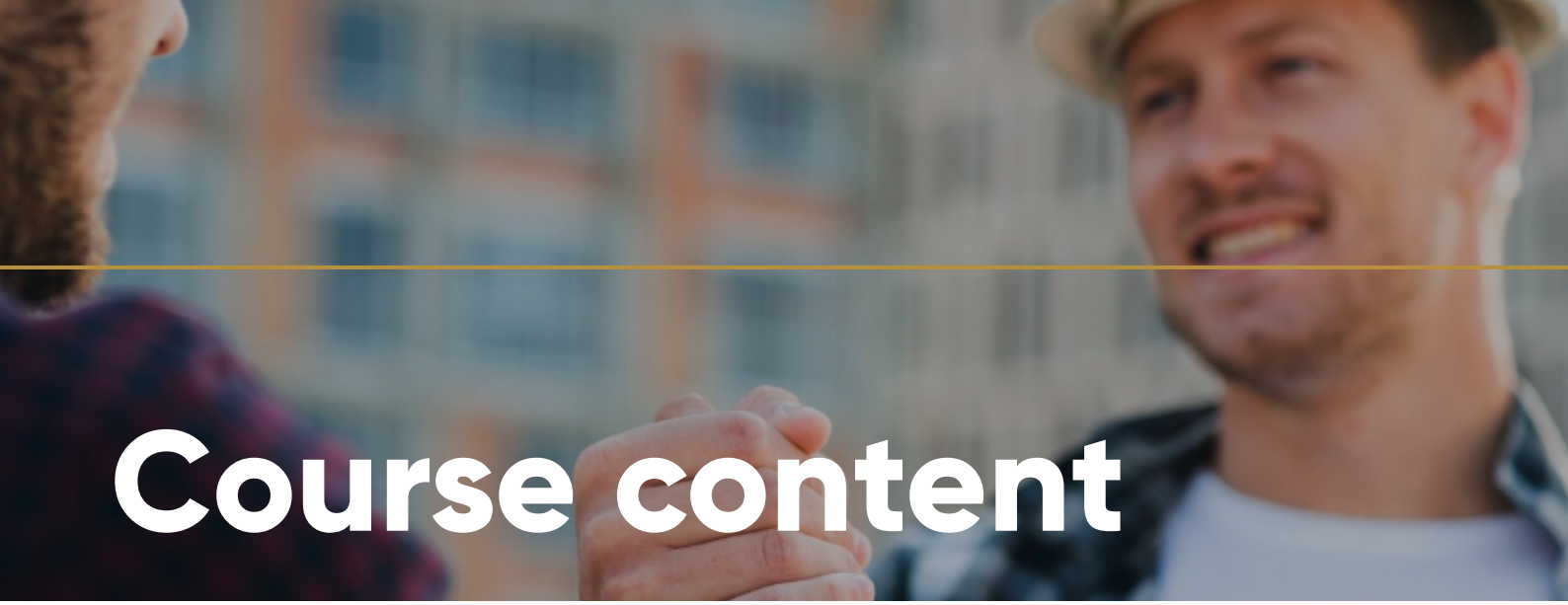
This Labour Relations training course will feature:

- 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 Labour Relations training course, participants will be able to:

- Understand the Strategic Nature of Employee Relations



Course content

Why Attend

• 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 Labour Relations 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

Course outline

Day one: The Importance of Effective Employee Relations

• Why Workplace Relations Matter

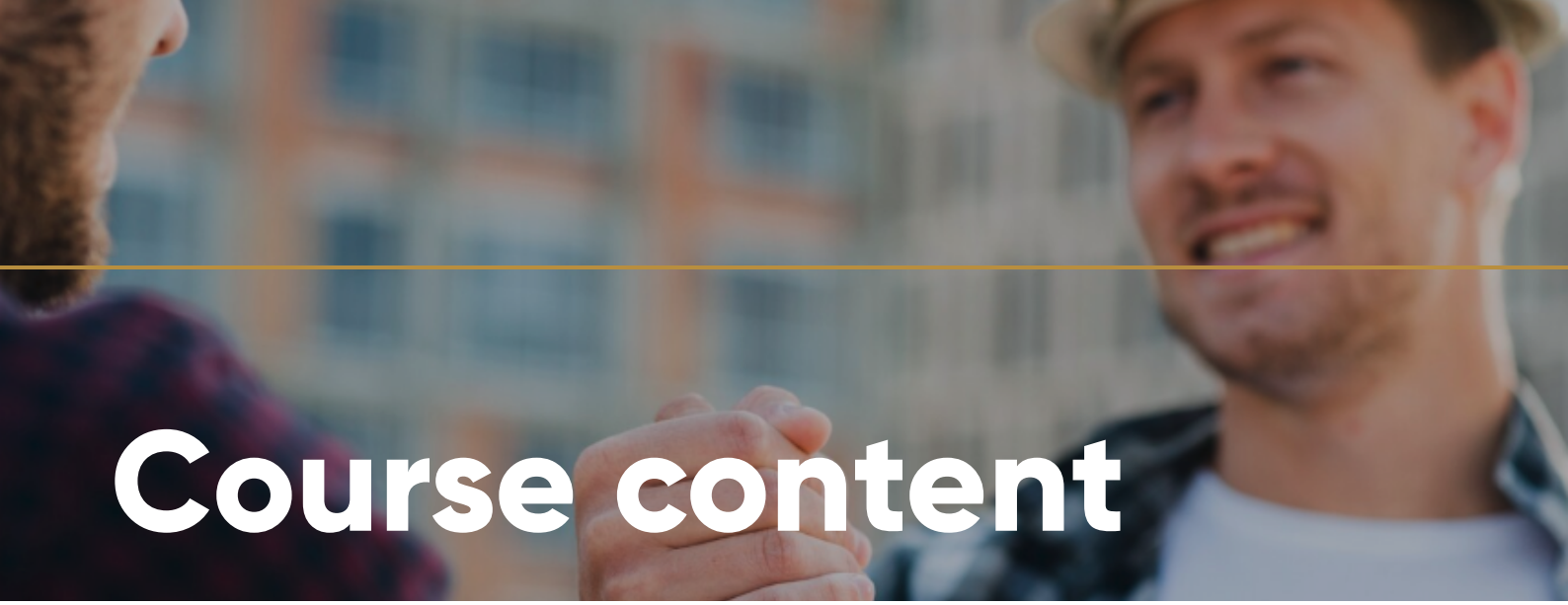
• Industrial and Employee Relations – Differences and Similarities

• 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



Course content

Course outline

Day two: Interests, Rights and Power

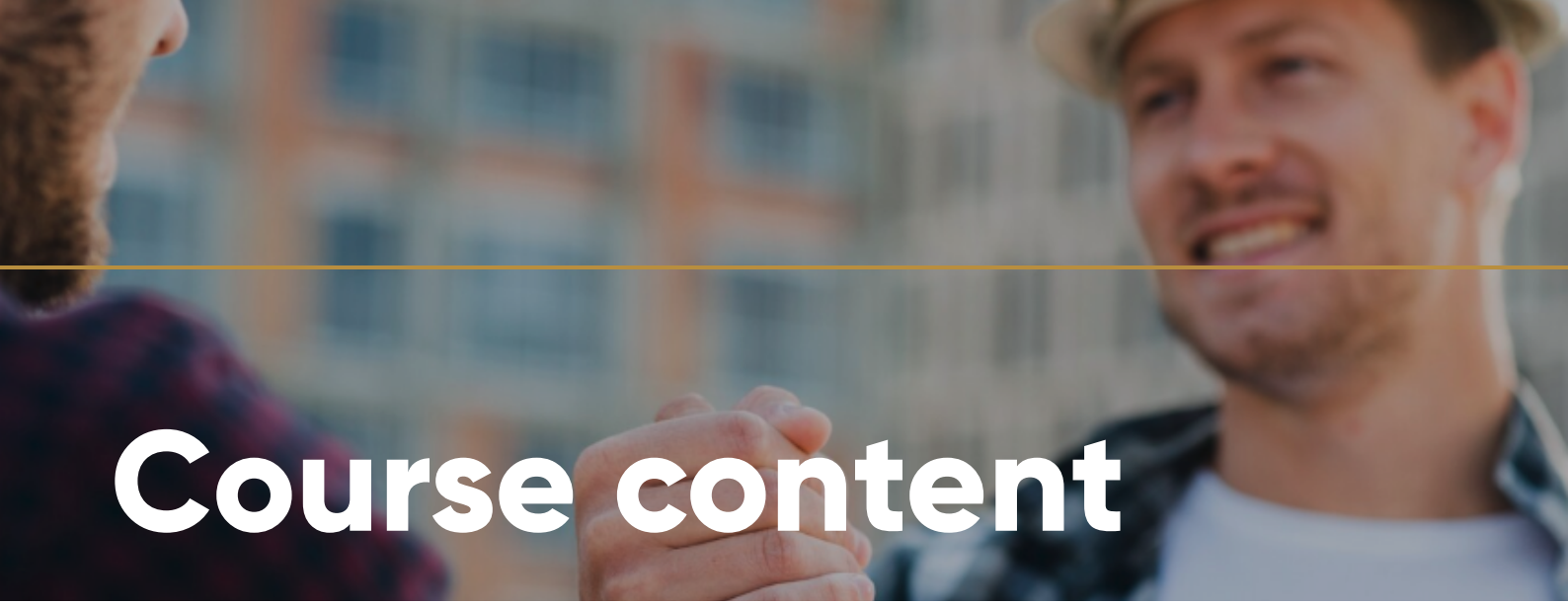
- Interests – Motivation, Engagement, Trust
- Rights – Establishing Boundaries, Rights and Obligations
- Power – Discipline, Accountability and Boundary Enforcement
- Bargained Rights vs. Residual Rights
- Making and Enforcing Rules
- Organisational Policies and Procedures

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



Course content

Course outline

Day five: Alternatives to Unions

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



Seminar dates

Available seminar dates

Live dates and pricing for Labour Relations generated from the course details page.

Date	Location	Format	Fee
2 - 6 November 2026	Paris - France	Classroom	**€3,600.-**
21 - 25 December 2026	Frankfurt - Germany	Classroom	**€2,600.-**
18 - 22 January 2027	Dubai - UAE	Classroom	**€4,200.-**
15 - 19 February 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
15 - 19 March 2027	Geneva - Switzerland	Classroom	**€4,200.-**
19 - 23 April 2027	Istanbul - Turkey	Classroom	**€2,280.-**
17 - 21 May 2027	Vienna - Austria	Classroom	**€3,400.-**
21 - 25 June 2027	Barcelona - Spain	Classroom	**€3,080.-**
19 - 23 July 2027	Cape Town - South Africa	Classroom	**€2,272.-**
16 - 20 August 2027	Frankfurt - Germany	Classroom	**€2,600.-**
20 - 24 September 2027	Geneva - Switzerland	Classroom	**€4,200.-**
18 - 22 October 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
15 - 19 November 2027	Geneva - Switzerland	Classroom	**€4,200.-**
20 - 24 December 2027	Istanbul - Turkey	Classroom	**€2,280.-**

Live online option	Online delivery is available at €1,850.-.