

aractech

Global Learning for Operational Leaders

HUMAN RESOURCES AND TRAINING | HRT-023

Labour Relations

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Course content

Why Attend

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.

Course Methodology

Course Objectives

- 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

Target Audience

- 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

Course outline

Detailed course outline

Day-by-day outline for Labour Relations.

Day 1 - 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 2 - 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

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Day 3 - 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 4 - Dispute Resolution - Handling Industrial Action

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

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Day 5 - 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
18 - 22 May 2026	Munich	Classroom	€2,415
22 - 26 June 2026	Amsterdam	Classroom	€2,975
13 - 17 July 2026	London	Classroom	€2,940
17 - 21 August 2026	Istanbul	Classroom	€1,995
21 - 25 September 2026	Vienna	Classroom	€2,975
19 - 23 October 2026	Barcelona	Classroom	€2,695
2 - 6 November 2026	Paris	Classroom	€3,150

Live online option

Online delivery is available at €1,250.