

Seminar on managing relations between Business  
Leaders and Labour Representatives

*Cape Town (South Africa)*

*16 - 20 September 2024*

UK Training

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# Seminar on managing relations between Business Leaders and Labour Representatives

Code: LM28 From: 16 - 20 September 2024 City: Cape Town (South Africa) Fees: 3700 Pound

## Introduction

The Seminar on Managing Relations between Business Leaders and Labor Representatives aims to provide participants with comprehensive knowledge and practical skills to effectively navigate and enhance the relationship between business leaders and labor representatives within an organization. This course will explore the dynamics, challenges, and strategies involved in fostering a positive and constructive engagement between these two crucial stakeholders.

## Objectives

- Understand the roles and perspectives of business leaders and labor representatives: Participants will gain insights into the roles, responsibilities, and objectives of both business leaders and labor representatives. By understanding each party's perspective, participants can develop empathy and a broader understanding of the challenges they face.
- Enhance communication and negotiation skills: Effective communication is vital in managing relationships between business leaders and labor representatives. This seminar will focus on improving participants' communication and negotiation skills, enabling them to engage in constructive dialogue, resolve conflicts, and reach mutually beneficial agreements.
- Develop strategies for conflict resolution: Conflict is inherent in the employer-employee relationship. Participants will learn various conflict resolution techniques and strategies to manage and resolve disputes effectively. They will explore methods for fostering collaboration, finding common ground, and maintaining a harmonious working environment.
- Promote trust and collaboration: Trust and collaboration are essential elements of a healthy working relationship. Participants will learn strategies to build trust, foster positive interactions, and promote collaboration between business leaders and labor representatives. Emphasis will be placed on creating an inclusive and cooperative environment that benefits both parties.
- Understand legal and regulatory frameworks: Labor relations are governed by various legal and regulatory frameworks. This seminar will provide participants with an overview of relevant laws, regulations, and best practices. Participants will gain a solid understanding of compliance requirements and the legal implications of managing labor relations effectively.

## Outlines

## Day 1

### Introduction and Understanding Stakeholders

- Overview of the seminar objectives and agenda
- Importance of managing relations between business leaders and labor representatives
- Exploring the roles and perspectives of business leaders and labor representatives
- Identifying common challenges and areas of collaboration

## Day 2

### Effective Communication and Negotiation Skills

- Enhancing communication skills for effective dialogue
- Strategies for active listening and understanding different viewpoints
- Negotiation techniques and strategies for win-win outcomes
- Overcoming communication barriers and building rapport

## Day 3

### Conflict Resolution and Collaboration

- Understanding the nature and causes of conflicts
- Conflict resolution models and techniques
- Mediation and arbitration processes
- Promoting collaboration and fostering a positive work environment

## Day 4

### Building Trust and Constructive Engagement

- Importance of trust in labor relations
- Strategies for building trust and credibility
- Engaging in constructive dialogue and problem-solving
- Encouraging employee voice and participation

## Day 5

### Legal Frameworks and Compliance

- Overview of labor laws and regulations
- Understanding compliance requirements
- Managing labor relations within legal boundaries
- Best practices and case studies

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 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [training@blackbird-training.com](mailto:training@blackbird-training.com)

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