Effective Workplace Representation Skills Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s rapidly evolving labor environment, effective workplace representation skills are critical for ensuring fair labor practices, employee voice, conflict resolution, and constructive employer-employee engagement. Organizations are increasingly prioritizing industrial relations excellence, employee advocacy, grievance handling, and negotiation capability as key drivers of productivity and workplace harmony. Effective Workplace Representation Skills Training Course is designed to equip participants with advanced representation, negotiation, communication, and dispute resolution competencies aligned with modern HR and labor law frameworks.

The course integrates practical, real-world approaches to collective bargaining, workplace mediation, labor compliance, and stakeholder engagement strategies. Participants will gain hands-on experience in handling workplace disputes, representing employee interests professionally, and applying strategic negotiation techniques, emotional intelligence, and conflict management tools. By the end of the program, learners will be able to confidently navigate complex workplace dynamics while promoting fairness, transparency, and organizational effectiveness.

Programme Curriculum

Effective Workplace Representation Skills Training Course

Introduction

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Course Duration

5 Days

Course Objectives

1. Master workplace representation strategies
2. Develop advanced negotiation skills
3. Strengthen conflict resolution and mediation techniques
4. Apply labor law and compliance frameworks
5. Build employee advocacy competencies
6. Enhance collective bargaining effectiveness
7. Improve grievance handling procedures
8. Strengthen communication and persuasion skills
9. Apply emotional intelligence in workplace disputes
10. Develop stakeholder engagement strategies
11. Understand trade union dynamics and relations
12. Build decision-making under pressure skills
13. Strengthen ethical representation and professionalism

Target Audience

1. Human Resource Managers and Officers
2. Trade Union Representatives
3. Employee Relations Specialists
4. Supervisors and Team Leaders
5. Labor Relations Officers
6. Organizational Development Professionals
7. Workplace Mediators and Arbitrators
8. Public and Private Sector Managers

Course Modules

Module 1: Foundations of Workplace Representation

- Role of employee representation in modern organizations
- Understanding labor relations structures
- Rights and responsibilities of representatives
- Ethics and professionalism in representation
- Communication channels in organizations

- **Case Study:** Conflict between employees and management due to unclear representation structures in a manufacturing firm.

Module 2: Labor Laws and Compliance Frameworks

- Overview of labor legislation and policies
- Employer vs employee rights
- Compliance monitoring systems
- Disciplinary procedures and fairness principles
- Legal risks in workplace disputes
- **Case Study:** A retail company facing legal action due to unfair dismissal practices.

Module 3: Negotiation and Collective Bargaining

- Principles of negotiation theory
- Collective bargaining processes
- Win-win negotiation strategies
- Power dynamics in bargaining tables
- Agreement drafting techniques
- **Case Study:** Successful wage negotiation between union and management in a transport company.

Module 4: Conflict Resolution and Mediation

- Sources of workplace conflict
- Mediation techniques and processes
- Arbitration vs mediation
- Neutrality and objectivity in disputes
- Conflict de-escalation strategies
- **Case Study:** Resolving a long-standing conflict between supervisors and union members in a hospital.

Module 5: Communication and Influence Skills

- Active listening techniques
- Persuasive communication strategies
- Non-verbal communication mastery
- Handling difficult conversations
- Building trust and credibility
- **Case Study:** Improving communication breakdown in a public service office.

Module 6: Grievance Handling and Dispute Management

- Grievance procedures step-by-step
- Documentation and reporting systems
- Investigation techniques
- Fair hearing processes
- Resolution tracking systems
- **Case Study:** Resolving repeated grievances in a logistics company through structured procedures.

Module 7: Emotional Intelligence in Representation

- Self-awareness in workplace interactions
- Managing emotions during disputes

- Empathy and relationship building
- Stress management techniques
- Decision-making under pressure
- **Case Study:** De-escalation of a heated industrial dispute using emotional intelligence tools.

Module 8: Strategic Stakeholder Engagement

- Mapping stakeholders in organizations
- Building collaborative relationships
- Engagement planning frameworks
- Managing resistance and change
- Long-term trust-building strategies
  Case Study: Successful stakeholder alignment during organizational restructuring in a telecom company.

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com