Negotiation Skills for Trade Union Representatives 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 relations environment, strong collective bargaining, industrial relations, and workplace negotiation skills are essential for effective Trade Union Representatives Negotiation Skills for Trade Union Representatives Training Course is designed to equip union leaders with advanced negotiation strategies, conflict resolution techniques, and strategic communication skills needed to secure fair wages, improved working conditions, and sustainable labor agreements in both public and private sectors. With increasing global emphasis on decent work, labor rights, and social dialogue, union representatives must master modern negotiation frameworks that balance worker interests with organizational realities.

This program integrates practical, real-world approaches to collective bargaining agreements (CBA), grievance handling, labor law interpretation, and stakeholder engagement. Participants will gain hands-on expertise in win-win negotiation models, persuasive communication, emotional intelligence in negotiations, and data-driven bargaining tactics. The course also strengthens capacity in managing high-pressure negotiation environments, especially during strikes, wage disputes, and restructuring processes, ensuring union representatives can confidently lead negotiations that deliver impactful and sustainable outcomes.

Programme Curriculum

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Course Duration

5 Days

Course Objectives

1. Master advanced collective bargaining techniques for modern labor markets
2. Develop strong win-win negotiation strategies in industrial relations
3. Enhance conflict resolution and mediation skills in workplace disputes
4. Apply labor law frameworks and employment regulations effectively
5. Strengthen strategic communication and persuasion techniques
6. Build capacity in grievance handling and dispute settlement
7. Improve emotional intelligence in high-pressure negotiations
8. Use data-driven negotiation and wage analysis tools
9. Manage strike negotiations and crisis bargaining situations
10. Strengthen stakeholder engagement with employers and government bodies
11. Apply ethical negotiation practices and transparency principles
12. Develop leadership skills for trade union advocacy and representation
13. Enhance ability to achieve sustainable labor agreements and social dialogue

Target Audience

- Trade Union Representatives and Shop Stewards
- Labor Union Leaders and Officials
- Industrial Relations Officers
- HR and Employee Relations Managers
- Government Labor Inspectors
- Workplace Mediators and Arbitrators
- Employee Welfare and Compliance Officers
- Advocacy and Labor Rights Activists

Course Modules

Module 1: Foundations of Labor Relations & Industrial Negotiation

- Evolution of labor movements and trade unions
- Principles of industrial relations systems
- Role of union representatives in negotiations
- Power dynamics in employer-employee relations
- **Case Study:** Successful wage negotiation in manufacturing sector union strike resolution

Module 2: Collective Bargaining Agreement (CBA) Mastery

- Structure and legal framework of CBAs
- Drafting and interpreting agreement clauses
- Bargaining unit identification
- Wage and benefits structuring
- **Case Study:** Multi-sector CBA negotiation in public service unions

Module 3: Advanced Negotiation Strategies

- BATNA (Best Alternative to Negotiated Agreement)
- Interest-based vs positional bargaining
- Negotiation planning and preparation
- Tactical concessions and anchoring techniques
- **Case Study:** Airline workers' pay negotiation strategy success

Module 4: Conflict Resolution & Mediation Skills

- Sources of workplace conflict
- Mediation and arbitration processes
- De-escalation techniques
- Neutral third-party negotiation support
- **Case Study:** Conflict resolution in transport workers' strike

Module 5: Labor Law & Compliance Frameworks

- Employment and labor law fundamentals
- Worker rights and protections
- Compliance in negotiations
- Legal risks in strike actions
- **Case Study:** Legal dispute resolution in unfair dismissal case

Module 6: Communication & Persuasion in Negotiations

- Strategic communication models
- Active listening and questioning techniques
- Framing arguments for impact
- Non-verbal communication in negotiations
- **Case Study:** Hospital union negotiation communication breakthrough

Module 7: Crisis Negotiation & Strike Management

- Strike planning and management
- Crisis communication strategies
- Government and employer engagement
- Rapid response negotiation tactics
- **Case Study:** Emergency settlement in national teachers' strike

Module 8: Data-Driven & Strategic Bargaining

- Use of economic and salary data in negotiations
- Benchmarking wages and benefits

- Forecasting employer capacity
- Digital tools in negotiation planning
- **Case Study:** Technology sector salary benchmarking success negotiation

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

Start Date	End Date	Location	Price
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