Union Representation in Mediation Sessions 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

Effective union representation in mediation sessions has become a critical competency in today’s rapidly evolving industrial relations landscape. Organizations across public and private sectors are increasingly prioritizing workplace conflict resolution, collective bargaining strategies, labor dispute management, employee advocacy, industrial harmony, negotiation leadership, alternative dispute resolution (ADR), and grievance handling mechanisms to maintain productivity and legal compliance. Union Representation in Mediation Sessions Training Course equips participants with advanced practical skills to represent workers professionally during mediation and conciliation processes while promoting sustainable workplace relationships.

The course integrates modern practices in employment law compliance, strategic negotiation, workplace mediation techniques, conflict prevention frameworks, stakeholder engagement, communication intelligence, emotional intelligence in negotiations, labor rights protection, industrial relations governance, and collaborative problem-solving. Participants will gain practical exposure through interactive simulations, role-playing exercises, and real-world case studies that strengthen their ability to manage complex labor disputes, improve employer-union collaboration, and achieve win-win mediation outcomes in dynamic organizational environments.

Programme Curriculum

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Course Duration

5 days

Course Objectives

By the end of the training, participants will be able to:

1. Understand modern industrial relations management principles and mediation frameworks.
2. Apply advanced collective bargaining negotiation strategies during dispute resolution sessions.
3. Strengthen employee advocacy and labor rights protection competencies.
4. Utilize alternative dispute resolution (ADR) tools in workplace conflicts.
5. Develop effective grievance handling and conflict management systems.
6. Enhance communication intelligence and stakeholder engagement skills.
7. Build professional competence in employment law compliance and labor regulations.
8. Conduct strategic workplace mediation and conciliation sessions effectively.
9. Improve union leadership and negotiation influence during industrial disputes.
10. Apply emotional intelligence in labor negotiations for positive outcomes.
11. Promote workplace harmony, diversity, equity, and inclusion (DEI) in mediation.
12. Analyze modern trends in digital labor relations and workforce transformation.
13. Design sustainable conflict prevention and industrial peace-building strategies.

Target Audience

1. Trade Union Representatives
2. Shop Stewards and Union Delegates
3. Human Resource Managers
4. Employee Relations Officers
5. Labor and Industrial Relations Officers
6. Workplace Mediators and Conciliators
7. Legal and Compliance Officers
8. Government Labor Inspectors and Arbitration Personnel

Course Modules

Module 1: Fundamentals of Union Representation and Industrial Relations

- Principles of industrial relations management
- Roles and responsibilities of union representatives
- Understanding workplace conflict dynamics

- Trade union ethics and professional conduct
- Legal frameworks governing labor relations
- **Case Study:** Analysis of a multinational company labor dispute involving collective bargaining deadlock and mediation intervention.

Module 2: Workplace Mediation and Alternative Dispute Resolution (ADR)

- Introduction to workplace mediation processes
- ADR mechanisms in labor disputes
- Mediation stages and procedures
- Building collaborative negotiation environments
- Techniques for dispute de-escalation
- **Case Study:** Resolving a manufacturing sector employee grievance through structured mediation techniques.

Module 3: Collective Bargaining and Negotiation Strategies

- Strategic collective bargaining planning
- Negotiation tactics and persuasion skills
- Preparing union negotiation proposals
- Managing deadlocks and counteroffers
- Win-win bargaining approaches
- **Case Study:** Public sector wage negotiations and successful settlement strategies.

Module 4: Employment Law and Labor Compliance

- Employment legislation and labor rights
- Workplace policies and compliance obligations
- Contract interpretation and legal implications
- Managing disciplinary and grievance cases
- Documentation and evidence management
- **Case Study:** Review of unfair dismissal mediation and labor court settlement outcomes.

Module 5: Communication and Emotional Intelligence in Mediation

- Active listening and communication techniques
- Emotional intelligence in negotiations
- Managing difficult conversations
- Building trust and professional relationships
- Conflict-sensitive communication strategies
- **Case Study:** Handling emotionally charged workplace discrimination disputes during mediation.

Module 6: Grievance Handling and Conflict Resolution

- Designing grievance management systems
- Root cause analysis in workplace conflicts
- Conflict resolution frameworks
- Workplace investigation procedures
- Restorative approaches to labor disputes
- **Case Study:** Resolving recurring employee-management conflicts in the hospitality sector.

Module 7: Leadership and Stakeholder Engagement

- Leadership skills for union representatives
- Stakeholder mapping and engagement
- Decision-making in mediation sessions
- Crisis management and industrial action preparedness
- Building sustainable labor-management partnerships
- **Case Study:** Managing stakeholder interests during national transport sector strikes.

Module 8: Emerging Trends in Labor Relations and Workplace Transformation

- Digital transformation and labor relations
- Remote work and hybrid workforce disputes
- Diversity, equity, and inclusion (DEI)
- Occupational health, safety, and wellness negotiations
- Future trends in industrial relations
- **Case Study:** Addressing remote work policy disputes in technology-driven organizations.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- 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:

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