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

Workplace Representation Skills Training is a high-impact professional development program designed to equip employees, supervisors, HR representatives, and union delegates with advanced advocacy, negotiation, communication, and conflict resolution skills. Workplace Representation Skills Training Course integrates leadership communication, and strategic negotiation techniques to build confident workplace representatives capable of driving fairness and productivity.

With increasing emphasis on employee relations, workplace equity, dispute resolution frameworks, and organizational justice, this training empowers participants to handle complex workplace scenarios such as disciplinary hearings, grievance procedures, collective bargaining, and performance disputes. Learners will develop practical competencies in mediation, documentation, stakeholder engagement, and legal compliance awareness, ensuring they can represent individuals or groups effectively while maintaining professionalism and organizational integrity.

Programme Curriculum

Workplace Representation Skills Training Course

Introduction

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Course Duration

5 days

Course Objectives

1. Develop advanced workplace advocacy and representation skills
2. Strengthen conflict resolution and mediation capabilities
3. Apply effective grievance handling procedures
4. Build proficiency in labor laws and employment regulations
5. Enhance negotiation and bargaining strategies
6. Improve communication in high-stakes workplace discussions
7. Strengthen emotional intelligence in conflict situations
8. Master disciplinary hearing representation techniques
9. Develop problem-solving skills in HR disputes
10. Strengthen stakeholder management and engagement
11. Apply ethical workplace representation standards
12. Improve documentation and case reporting skills
13. Build confidence in leadership and advisory roles

Target Audience

1. HR professionals and HR officers
2. Union representatives and shop stewards
3. Team leaders and supervisors
4. Line managers and department heads
5. Employee relations officers
6. Organizational development specialists
7. Legal and compliance officers
8. Workplace mediators and consultants

Course Modules

Module 1: Foundations of Workplace Representation

- Role of a workplace representative
- Ethics and professionalism in representation
- Understanding employee rights and responsibilities
- Organizational policies and governance frameworks
- Case Study: Handling a workplace grievance escalation in a corporate setting

Module 2: Employment Law & Regulatory Compliance

- Overview of labor laws and employment standards
- Workplace compliance obligations
- Rights of employees vs employer responsibilities
- Legal risks in representation
- Case Study: Misconduct case resolved through legal compliance procedures

Module 3: Grievance Handling Procedures

- Formal grievance processes
- Documentation and evidence collection
- Complaint categorization and prioritization
- Resolution frameworks
- Case Study: Resolving repeated harassment complaints in a service company

Module 4: Conflict Resolution & Mediation Skills

- Conflict identification and analysis
- Mediation techniques and neutrality
- De-escalation strategies
- Win-win negotiation approaches
- Case Study: Interdepartmental conflict resolved through mediation

Module 5: Negotiation & Collective Bargaining

- Principles of negotiation
- Bargaining power and leverage strategies
- Preparing negotiation frameworks
- Managing union-management discussions
- Case Study: Salary restructuring negotiation in a manufacturing firm

Module 6: Communication & Advocacy Skills

- Persuasive communication techniques
- Active listening and questioning skills
- Handling difficult conversations
- Presentation of cases in hearings
- Case Study: Employee defense in disciplinary hearing

Module 7: Disciplinary & Performance Representation

- Disciplinary hearing procedures
- Evidence-based representation
- Performance management disputes
- Fairness and due process principles
- Case Study: Performance improvement plan dispute resolution

Module 8: Strategic Workplace Advisory Skills

- Advisory role in HR and management
- Policy interpretation and guidance
- Stakeholder engagement strategies
- Crisis management in workplace disputes
- Case Study: Organizational restructuring communication crisis management

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

Start Date	End Date	Location	Price
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