

**Transformational Labour Relations****Instructor: Al Fraser****Course Contact hours: 21 hours**

This focused and interactive workshop will provide participants with effective and practical tools in collaborative conflict resolution as well as foundational skills and best practices for effective day-to-day workplace negotiations. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, participants will gain an overview of conflict dynamics and collaboration strategies. Exploration of key topics related to negotiation will provide increased knowledge and confidence. Participants will practice applying negotiation and conflict resolution skills through structured exercises and simulated break-out sessions. Throughout the three-day workshop, a focus on practical waterfront examples will enable application of learning to meet the goal of developing positive union-management relationships.

**Course Objectives**

- Explore the relationship management aspects of union-management relations;
- Learn the basics of workplace negotiation, from the phases of negotiation to effective listening skills;
- Understand the collaborative conflict resolution model and a proactive labour relations approach;
- Develop pro-active behaviours to create positive union-management relationships;
- Understand the importance of re-framing issues considering the importance of the Asia Pacific Gateway, the ongoing relationship between the parties, and the nature of employer-union relations.

**Learning Outcomes**

- Assess motivational styles and approaches;
- Define their objectives and priorities in a negotiation;
- Design effective negotiation strategies;
- Apply negotiation and conflict resolution techniques;
- Identify factors that shape beliefs and behaviours in conflict;
- Analyze the advantages and disadvantages of different conflict styles and describe the appropriate uses of each;
- Describe the components of a collaborative approach to conflict resolution;
- Define the difference between a win-win solution and capitulating;
- Apply collaborative conflict resolution processes;
- Assess personal effectiveness in conflict resolution;
- Discuss application of the techniques and models to the waterfront workplace;
- Demonstrate increased confidence in their ability to deal with conflict and to negotiate solutions with business agents

**Course Content**

- Relationship management in unionized environments with a focus on practical examples and case studies;
- Preparing for negotiation, including prioritizing goals and objectives;
- Phases of negotiation, listening skills, and negotiating styles;
- Beliefs, attitudes and assumptions about conflict;
- Conflict styles and communication styles;
- How to effectively frame situations;
- Tools and techniques for preventing conflict escalation;
- How to manage conflict in different situations, using waterfront examples.

**Required Texts**

Handouts will be provided