

STAFF & UNION NEGOTIATIONS

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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★ COURSE OVERVIEW

Employers and their employees very often have different and diverse needs, interests and goals, which, if not met, can lead to conflict situations. The resulting confrontation results at best in poor work relations and at worst, in strike action. To avoid such conflict and confrontation, it is vital that staff are equipped with the ability to conduct negotiations in such a manner that win-win outcomes are achieved and all parties are satisfied with the various agreements reached and will continue to carry out their functions efficiently. In order to assist organisations in performing effective industrial relations, AstroTech is offering a training course on "Staff & Union Negotiations". The course covers the following key topics:

THE NATURE AND PURPOSE OF NEGOTIATION

- The structure of a negotiation
- Factors influencing negotiations
- Personal and organisational elements of power

THE NEGOTIATING PROCESS

- Preparing and planning for negotiations
- Selecting the negotiation team
- The negotiation
- Behavioural skills
- Tactical skills
- Selling the agreement
- Implementing the deal

EMPLOYER'S DUTY TO BARGAIN AND DUTY TO DISCLOSE INFORMATION

- Duty to bargain
- The bargaining unit
- The scope of bargaining
- The level of bargaining
- Duty to disclose relevant information
- Workplace forums

HANDLING DIFFICULT SITUATIONS AND DIRTY TRICKS

- Avoiding conflict and deadlock
- When to walk out

CLOSING THE NEGOTIATION

- Implementing the negotiation
- Evaluating the negotiation
- ...AND MUCH MORE!



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Company directors
- Company managers
- Industrial relations staff
- Human resources personnel
- Anyone else with an interest in union negotiations

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course attendees should be able to:

- Better prepare for industrial negotiations
- Improve your chance of achieving a win-win outcome
- Reduce the impact of industrial action on your business and customers
- Better understand the negotiation process
- Network with other professionals with similar interests

★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.