

Singapore Industrial Relations Negotiations

Course Objective

Be it an employee grievance or collective bargaining, Management has to prepare and practice communicating and negotiating with counter parties. This workshop goes through the art and science of industrial relations negotiations in Singapore. Explains the techniques and tactics to use and avoid along the whole negotiation process – starting at organizational level, to Ministry of Manpower and to the Industrial Arbitration Court (if necessary). Culminates in role-play activity to develop the learner's skills. Prepares the Management for the implications of 2015 amendments to the Industrial Relations Act on executive employees. Serves as supplementary learning to the knowledge-based Industrial Relations Law & Practice workshop.

Target Audience

Managers and Executives who represent the employer in union negotiations

Course Outline

- Nature & context of industrial relations issues
- 3-stage grievance bargaining process
- 7-stage collective bargaining process
- Range of negotiation styles
- Preparations before negotiation
- Tactics to use in negotiations
- Tactics to handle objections
- Mistakes to avoid in negotiation
- Activities to manage the process
- Role Play of team-based negotiations
- Good industrial relations practices

Methodology

Mix of lectures, discussions and role play

Please refer to SNEF website for available dates

Duration : 1 days, 9am to 5pm (7 hours)

Course Venue : SNEF Corporate Learning Centre

Register online at SNEF website www.snef.org.sg

Click on 'Training' and Course Category '**Human Resources/ Industrial Relations**'

Course Fees

Fees Type	Full Fees (inclusive 7% GST):
Member	\$267.50
Non-member	\$374.50

Trainer

Ms Ang Poh Inn is Director, IR & HR Advisory Services, SNEF. Practising Management Consultant certified by the Practising Management Consultant Certification Board. Certified Compensation Professional and Global Remuneration Professional with World@Work. WSQ Advanced Certificate in Training & Assessment from the Singapore Workforce Development Agency. Prior to SNEF, Poh Inn was with the Ministry of Manpower for 20 years. One of her various positions held was that of the Registrar of Trade Unions.

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