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.

Course Fees

<table>
<thead>
<tr>
<th>Type</th>
<th>Full Fees (inclusive 7% GST):</th>
</tr>
</thead>
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<tr>
<td>Member</td>
<td>$267.50</td>
</tr>
<tr>
<td>Non-member</td>
<td>$374.50</td>
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Trainer
Ms Ang Poh Inn is SNEF’s Director of the Industrial & Workplace Relations Department. Besides leading the IWR team, Poh Inn’s professional role is to render human resource and industrial relations consultancy to SNEF members mainly in – banking & finance, real estate & building services, and social & community services.

Dates (2021) : 25 Aug
Duration : 1 day, 9am to 5pm (7 hours)
Course Venue : SNEF Paya Lebar Square

Please email us for a copy of the registration form.