Conflict Leadership in Trade Unions 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

Conflict is an inevitable and defining feature of trade union environments, where competing interests between workers, employers, and policy frameworks often collide. Effective Conflict Leadership in Trade Unions is therefore essential for sustaining industrial harmony, strengthening collective bargaining power, and ensuring that disputes are managed constructively rather than destructively. Conflict Leadership in Trade Unions Training Course is designed to paticipants with advanced negotiation, mediation, and conflict transformation skills needed in today’s evolving labour landscape.

In an era of rising labour disputes, workplace rights activism, gig economy tensions, and globalization of workforces, trade union leaders must master strategic conflict leadership approaches that promote dialogue, reduce strikes, and enhance social partnership. The course integrates labour relations theory, emotional intelligence, dispute resolution mechanisms, and strategic leadership tools to build resilient leaders capable of managing complex industrial relations challenges.

Programme Curriculum

Conflict Leadership in Trade Unions Training Course

Introduction

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Course Duration

5 days

Course Objectives

1. Develop advanced conflict resolution and negotiation skills in labour settings
2. Strengthen collective bargaining strategies for union effectiveness
3. Build capacity in mediation and arbitration techniques
4. Enhance industrial relations leadership competencies
5. Improve stakeholder engagement and dialogue management
6. Apply emotional intelligence in workplace disputes
7. Understand labour laws and employment rights frameworks
8. Manage strike prevention and resolution strategies
9. Strengthen communication in high-conflict environments
10. Develop transformational leadership in trade unions
11. Promote peaceful conflict transformation approaches
12. Build skills in crisis negotiation and grievance handling
13. Foster sustainable labour-management cooperation models

Target Audience

1. Trade union leaders and executives
2. Shop stewards and workplace representatives
3. Labour relations officers
4. Human resource managers
5. Industrial relations practitioners
6. Government labour inspectors and mediators
7. Employee welfare committee members
8. Activists in workers' rights organizations

Course Modules

Module 1: Foundations of Conflict Leadership in Trade Unions

- Understanding industrial conflict dynamics
- Types of labour disputes and triggers
- Role of union leadership in conflict management
- Historical evolution of trade union conflicts
- Case Study: Major railway workers' strike resolution

Module 2: Labour Relations and Legal Frameworks

- Overview of labour laws and regulations
- Workers' rights and employer obligations
- Dispute resolution legal mechanisms

- Role of labour courts and tribunals
- Case Study: Judicial resolution of public sector wage dispute

Module 3: Negotiation and Collective Bargaining

- Principles of effective negotiation
- BATNA (Best Alternative to Negotiated Agreement)
- Bargaining power strategies
- Multi-party negotiation dynamics
- Case Study: Successful healthcare workers' pay negotiation

Module 4: Mediation, Arbitration, and Conciliation

- Conflict mediation techniques
- Role of neutral third parties
- Arbitration procedures and outcomes
- Conciliation best practices
- Case Study: Manufacturing sector arbitration success story

Module 5: Emotional Intelligence in Labour Conflicts

- Managing emotions in high-stress negotiations
- Building empathy in leadership
- Active listening techniques
- De-escalation strategies
- Case Study: Preventing hospital staff walkout through EI leadership

Module 6: Communication and Dialogue Systems

- Strategic communication in unions
- Crisis communication planning
- Media engagement during strikes
- Internal union communication systems
- Case Study: Public transport strike communication management

Module 7: Crisis and Strike Management

- Early warning systems for conflict
- Strike planning vs prevention
- Risk assessment and mitigation
- Emergency negotiation frameworks
- Case Study: Averted national teachers' strike

Module 8: Transformational Union Leadership

- Building collaborative labour relations
- Long-term peacebuilding strategies
- Leadership ethics in unions
- Innovation in labour advocacy
- Case Study: Transition from adversarial to cooperative union model in utilities sector

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

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