Industrial Negotiation and Mediation 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

In today’s fast-changing industrial environment, effective Industrial Negotiation and Mediation skills are critical for maintaining workplace harmony, labor relations stability, collective bargaining success, conflict resolution efficiency, employee engagement, and organizational productivity. Industrial Negotiation and Mediation Training Course equips professionals with advanced strategies in negotiation management, mediation techniques, stakeholder engagement, labor law compliance, dispute prevention, emotional intelligence, and collaborative problem-solving to build sustainable industrial relationships and improve operational performance.

The program focuses on modern practices in strategic negotiation, workplace mediation, conflict transformation, industrial relations leadership, collective dispute management, high-performance communication, arbitration awareness, and win-win bargaining techniques. Participants will learn how to manage complex industrial negotiations using data-driven decision-making, behavioral analysis, risk mitigation strategies, digital communication tools, and proactive mediation frameworks.

Programme Curriculum

Industrial Negotiation and Mediation Training Course

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Course Duration

5 days

Course Objectives

By the end of this training program, participants will be able to:

1. Develop advanced industrial negotiation strategies for complex workplace disputes.
2. Apply modern mediation and conflict resolution techniques in industrial environments.
3. Strengthen collective bargaining and labor relations management capabilities.
4. Improve stakeholder engagement and workforce communication effectiveness.
5. Utilize emotional intelligence and behavioral negotiation skills during disputes.
6. Enhance grievance handling and dispute prevention mechanisms.
7. Implement win-win negotiation frameworks for sustainable agreements.
8. Analyze industrial conflict risk assessment and mitigation strategies.
9. Improve leadership communication and crisis management performance.
10. Apply labor law compliance and ethical mediation practices effectively.
11. Build stronger union-management collaboration and trust-building initiatives.
12. Use digital negotiation tools and virtual mediation techniques efficiently.
13. Create a proactive culture of industrial peace, employee engagement, and operational excellence.

Target Audience

1. HR Managers and HR Business Partners
2. Industrial Relations Managers
3. Labor Union Representatives
4. Operations and Plant Managers
5. Legal and Compliance Officers
6. Project and Construction Managers
7. Employee Relations Specialists
8. Senior Executives and Organizational Leaders

Course Modules

Module 1: Fundamentals of Industrial Negotiation

- Principles of industrial relations and negotiation
- Types of industrial conflicts and disputes
- Negotiation styles and behavioral analysis
- Communication barriers in workplace negotiations
- Building trust and credibility in negotiations
- **Case Study:** Resolving a wage negotiation dispute between management and labor unions in a manufacturing company.

Module 2: Mediation Techniques and Conflict Resolution

- Mediation frameworks and structured processes
- Interest-based problem-solving techniques
- Managing emotions and workplace tension
- Neutral facilitation and active listening skills
- Designing sustainable mediation agreements
- **Case Study:** Mediating a conflict between supervisors and technical employees during organizational restructuring.

Module 3: Collective Bargaining Strategies

- Collective bargaining preparation techniques
- Data-driven bargaining and negotiation planning
- Union-management relationship management
- Handling deadlocks and negotiation impasses
- Drafting effective bargaining agreements
- **Case Study:** Collective bargaining negotiations in the oil and gas sector during economic downturns.

Module 4: Labor Laws and Compliance Management

- Employment and labor law fundamentals
- Regulatory compliance in industrial relations
- Workplace ethics and disciplinary procedures
- Legal implications of industrial disputes
- Arbitration and dispute escalation procedures
- **Case Study:** Managing compliance risks during a labor strike in a logistics organization.

Module 5: Communication and Emotional Intelligence

- High-impact communication strategies
- Emotional intelligence in negotiations
- Influencing and persuasion techniques
- Crisis communication during disputes
- Cross-cultural communication management
- **Case Study:** Managing multicultural workforce conflicts in an international construction project.

Module 6: Advanced Negotiation and Mediation Skills

- Strategic negotiation planning
- Multi-party negotiation techniques
- Conflict de-escalation strategies
- Virtual and digital mediation practices
- Negotiation analytics and performance measurement
- **Case Study:** Virtual mediation between remote teams and management during operational disruptions.

Module 7: Industrial Dispute Prevention and Risk Management

- Early warning systems for workplace conflicts
- Risk assessment and mitigation planning
- Employee engagement and retention strategies
- Building collaborative workplace cultures
- Industrial peace and resilience frameworks

- **Case Study:** Preventing recurring employee grievances in a large manufacturing facility.

Module 8: Practical Simulations and Action Planning

- Real-time negotiation simulations
- Mediation role plays and workshops
- Group problem-solving exercises
- Developing workplace negotiation action plans
- Performance feedback and coaching sessions
- **Case Study:** Comprehensive simulation of a union strike negotiation and mediation process.

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
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:

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com