Labour Arbitration and Settlement Techniques 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-evolving industrial relations landscape, effective labour arbitration and settlement techniques are essential for maintaining workplace harmony, minimizing disputes, and ensuring legal compliance. Labour Arbitration and Settlement Techniques Training Course equips professionals with practical expertise in grievance handling, mediation strategies, arbitration procedures, negotiation tactics, industrial relations management, and labour law applications. Participants will gain actionable insights into workplace dispute prevention, employee relations optimization, and settlement agreement drafting using globally recognized best practices and modern arbitration methodologies.

The course focuses on strategic labour dispute resolution, workplace conflict prevention, and effective settlement negotiation techniques that align with current HR trends, ESG compliance, organizational governance, and employee engagement frameworks. Through interactive case studies, real-world arbitration scenarios, role-playing exercises, and legal analysis workshops, participants will develop high-impact skills in collective dispute resolution, conciliation practices, workplace mediation, and employment conflict management. The program empowers HR leaders, legal professionals, union representatives, compliance officers, and industrial relations practitioners to foster sustainable labour relations, strengthen organizational resilience, and enhance workplace productivity in highly regulated and unionized environments.

Programme Curriculum

Labour Arbitration and Settlement Techniques Training Course

Introduction

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Course Duration

5 days

Course Objectives

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

1. Understand modern labour arbitration frameworks and dispute resolution mechanisms.
2. Apply advanced collective bargaining strategies in unionized environments.
3. Develop effective workplace conflict management and mediation skills.
4. Strengthen organizational compliance with employment law and labour regulations.
5. Conduct professional grievance handling and disciplinary investigations.
6. Master settlement negotiation techniques for industrial disputes.
7. Improve employee relations management and stakeholder engagement.
8. Analyze complex industrial relations case studies using practical methodologies.
9. Implement proactive workplace dispute prevention strategies.
10. Enhance skills in alternative dispute resolution (ADR) and conciliation.
11. Draft legally compliant settlement agreements and arbitration reports.
12. Utilize modern negotiation psychology and communication techniques.
13. Promote sustainable organizational governance and workforce harmony.

Target Audience

1. Human Resource Managers and HR Business Partners
2. Industrial Relations and Employee Relations Professionals
3. Labour Law and Employment Law Practitioners
4. Trade Union Representatives and Officials
5. Compliance and Corporate Governance Officers
6. Arbitration and Mediation Specialists
7. Operations and Administrative Managers
8. Government Labour Officers and Regulatory Personnel

Cours Modules

Module 1: Fundamentals of Labour Arbitration

- Principles of labour arbitration
- Legal foundations of employment disputes
- Types of labour conflicts and grievances
- Arbitration process and procedural stages
- Role of arbitrators and labour tribunals
- **Case Study:** Analysis of a workplace dismissal dispute resolved through arbitration proceedings.

Module 2: Collective Bargaining and Union Relations

- Collective bargaining frameworks
- Union-management relationship strategies
- Negotiation planning and preparation
- Contract administration techniques
- Managing industrial actions and strikes
- **Case Study:** Review of a successful collective bargaining agreement in a manufacturing company.

Module 3: Workplace Conflict Resolution and Mediation

- Conflict resolution models
- Workplace mediation techniques
- Communication and emotional intelligence
- Managing difficult conversations
- Conciliation and ADR mechanisms
- **Case Study:** Resolving interpersonal conflict between management and employee representatives.

Module 4: Grievance Handling and Disciplinary Procedures

- Grievance investigation methods
- Disciplinary hearing procedures
- Evidence collection and documentation
- Conducting fair workplace investigations
- Managing employee misconduct cases
- **Case Study:** Investigation and settlement of an employee misconduct complaint.

Module 5: Settlement Negotiation Techniques

- Interest-based negotiation strategies
- Settlement agreement drafting
- Negotiation psychology and persuasion
- Win-win dispute resolution approaches
- Managing high-risk labour disputes
- **Case Study:** Negotiated settlement of a multi-party labour conflict.

Module 6: Employment Law and Regulatory Compliance

- Labour legislation and compliance requirements
- Employment contracts and legal obligations
- Occupational health and workplace rights
- Anti-discrimination and harassment policies
- Regulatory risk management strategies
- **Case Study:** Compliance audit and resolution of workplace discrimination claims.

Module 7: Advanced Arbitration Practices

- Arbitration hearing preparation
- Witness examination and evidence analysis
- Writing arbitration awards and decisions
- Managing complex labour disputes
- Ethical considerations in arbitration
- **Case Study:** Arbitration ruling involving contract interpretation and employee termination.

Module 8: Strategic Industrial Relations Management

- Workforce engagement strategies
- Organizational governance and labour relations
- Crisis management in industrial disputes
- Change management and workforce transitions
- Building sustainable labour-management partnerships
- **Case Study:** Managing labour relations during organizational restructuring and downsizing.

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:

Register Online Now

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