Shop Steward Communication Skills 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

Effective communication is the backbone of successful trade union leadership, labour relations, and workplace representation. Shop stewards play a critical role in bridging the gap between employees and management, ensuring that workers' voices are heard, grievances are addressed, and workplace harmony is maintained. In today's evolving industrial environment, strong negotiation skills, conflict resolution, emotional intelligence, and workplace communication strategies are essential for shop stewards to remain effective, credible, and influential.

Shop Steward Communication Skills Training Course is designed to equip participants with advanced tools in collective bargaining communication, dispute resolution, leadership communication, and employee engagement strategies. The course strengthens the ability of shop stewards to handle complex workplace issues, communicate confidently across all levels, and promote fair labour practices while maintaining professionalism and organizational productivity.

Programme Curriculum

Shop Steward Communication Skills Training Course

Introduction

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Course Duration

5 days

Course Objectives

1. Develop advanced workplace communication skills for effective representation
2. Strengthen labour relations and employee engagement strategies
3. Build confidence in public speaking and assertive communication
4. Enhance conflict resolution and mediation skills
5. Improve collective bargaining communication techniques
6. Understand principles of industrial relations and labour law awareness
7. Apply emotional intelligence in workplace interactions
8. Strengthen negotiation and persuasion skills
9. Develop effective grievance handling procedures
10. Improve listening and feedback communication techniques
11. Build capacity in crisis communication and dispute management
12. Strengthen leadership and influence in union representation
13. Promote ethical and professional shop steward conduct and accountability

Target Audience

1. Shop stewards and deputy shop stewards
2. Trade union representatives
3. Human resource practitioners
4. Labour relations officers
5. Employee relations managers
6. Supervisors and team leaders
7. Union committee members
8. Workplace dispute resolution officers

Course Modules

Module 1: Foundations of Shop Steward Communication

- Principles of workplace communication
- Roles and responsibilities of shop stewards
- Communication barriers in labour relations
- Introduction to active listening techniques
- Case Study: Miscommunication in grievance reporting leading to escalation

Module 2: Emotional Intelligence in Labour Relations

- Understanding emotional intelligence at work
- Managing emotions during disputes
- Empathy in employee representation

- Building trust with management and workers
- Case Study: Resolving heated workplace conflict through empathy

Module 3: Conflict Resolution & Mediation Skills

- Conflict identification and analysis
- Mediation techniques in workplace disputes
- De-escalation strategies
- Neutral communication practices
- Case Study: Successful resolution of wage dispute through mediation

Module 4: Negotiation & Collective Bargaining Communication

- Principles of negotiation
- Bargaining power and influence tactics
- Win-win negotiation strategies
- Communication in collective bargaining sessions
- Case Study: Improved working conditions through structured negotiation

Module 5: Grievance Handling & Dispute Management

- Step-by-step grievance procedures
- Documentation and reporting skills
- Handling employee complaints effectively
- Communication with HR and management
- Case Study: Resolving repeated absenteeism grievance fairly

Module 6: Public Speaking & Assertiveness Training

- Building confidence in communication
- Structuring persuasive messages
- Overcoming fear of speaking to management
- Assertiveness vs aggression in communication
- Case Study: Shop steward presenting successful safety concerns proposal

Module 7: Leadership Communication & Influence

- Leadership styles in union environments
- Influencing without authority
- Building credibility and trust
- Strategic communication planning
- Case Study: Mobilizing workers for policy change through leadership communication

Module 8: Crisis Communication & Workplace Stability

- Managing communication during strikes and unrest
- Emergency communication protocols
- Media and stakeholder communication basics
- Maintaining neutrality under pressure
- Case Study: Managing communication during industrial strike action

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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