Shop Steward Dispute Resolution 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

Trade unions and workplace representation structures play a critical role in maintaining industrial harmony, employee rights protection, and fair labour practices. The role of a Shop Steward is increasingly becoming more complex due to evolving labour laws, workplace compliance standards, collective bargaining frameworks, and conflict resolution demands. Shop Steward Legal Responsibilities Training Course is designed to equip Shop Stewards with advanced knowledge of their legal responsibilities, statutory obligations, employee representation rights, and dispute handling competencies within modern workplaces.

The programme also strengthens practical capability in dispute resolution techniques, grievance handling procedures, negotiation strategies, and conflict mediation skills. Participants will gain hands-on understanding of labour relations systems, disciplinary hearings, arbitration processes, and workplace advocacy mechanisms. The training blends theory and practice to ensure Shop Stewards can confidently represent employees while ensuring compliance with employment law, organisational policies, and industrial relations best practices.

Programme Curriculum

Shop Steward Legal Responsibilities Training Course

Introduction

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Course Duration

5 days

Course Objectives

1. Understand Labour Law Compliance Frameworks
2. Apply Shop Steward Legal Duties & Responsibilities
3. Demonstrate Employee Representation Techniques
4. Master Workplace Grievance Procedures
5. Develop Dispute Resolution Strategies
6. Apply Collective Bargaining Principles
7. Strengthen Industrial Relations Management Skills
8. Handle Disciplinary Hearing Processes Effectively
9. Improve Negotiation and Mediation Skills
10. Interpret Employment Contracts & Policies
11. Manage Workplace Conflict Resolution Systems
12. Understand Arbitration & Conciliation Procedures
13. Build Ethical Leadership in Union Representation

Target Audience

1. Shop Stewards and Union Representatives
2. Human Resource Practitioners
3. Labour Relations Officers
4. Supervisors and Team Leaders
5. Workplace Committee Members
6. Union Officials and Organisers
7. Employee Relations Managers
8. Industrial Relations Practitioners

Course Modules

Module 1: Introduction to Shop Stewardship & Labour Law

- Role and responsibilities of a Shop Steward
- Overview of labour legislation and workplace rights
- Union structures and representation frameworks
- Ethical conduct and accountability standards
- Case Study: Misrepresentation in disciplinary proceedings and legal consequences

Module 2: Employment Law & Legal Compliance

- Key employment laws and regulations
- Rights of employees vs employer obligations
- Compliance monitoring in workplaces

- Legal risks in industrial relations
- Case Study: Non-compliance leading to unfair dismissal ruling

Module 3: Grievance Handling Procedures

- Steps in formal grievance processes
- Documentation and reporting standards
- Employee advocacy techniques
- Escalation procedures and timelines
- Case Study: Successful resolution of repeated harassment complaints

Module 4: Dispute Resolution Techniques

- Conflict identification and analysis
- Mediation and conciliation strategies
- Negotiation frameworks (win-win approaches)
- De-escalation communication techniques
- Case Study: Resolving wage dispute without strike action

Module 5: Disciplinary Hearings & Representation

- Preparing for disciplinary hearings
- Rights of employees during hearings
- Evidence presentation and cross-examination basics
- Role of the Shop Steward in hearings
- Case Study: Procedural unfairness overturned at arbitration

Module 6: Collective Bargaining & Negotiation

- Collective bargaining structures and processes
- Negotiation planning and strategy development
- Handling employer resistance
- Drafting and interpreting agreements
- Case Study: Successful wage negotiation agreement outcome

Module 7: Arbitration, Conciliation & Industrial Action

- Understanding arbitration procedures
- Role of conciliation in dispute resolution
- Legal requirements for strikes and industrial action
- Risk management in labour disputes
- Case Study: Strike prevention through CCMA intervention

Module 8: Leadership, Ethics & Workplace Relations

- Ethical leadership in union representation
- Building trust with management and employees
- Communication and influence skills
- Conflict prevention culture development
- Case Study: Restoring workplace trust after major labour dispute

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

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