Social Dialogue and Labour Diplomacy 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 rapidly evolving industrial relations landscape, effective social dialogue, labour diplomacy, collective bargaining, and workplace negotiation skills are critical for achieving sustainable labour peace and productivity. Organizations and unions are increasingly focusing on conflict resolution, employee relations strategy, grievance handling, labour law compliance, and union-management engagement to build resilient workplaces. Shop stewards play a pivotal role as frontline representatives, bridging the gap between employees and management through structured negotiation and advocacy.

Social Dialogue and Labour Diplomacy Training Course is designed to strengthen competencies in labour diplomacy, negotiation strategy, dispute resolution, mediation techniques, and stakeholder engagement. It equips participants with modern tools to manage workplace tensions, enhance collective bargaining outcomes, promote social partnership, and drive constructive labour relations frameworks aligned with global best practices in industrial democracy and workforce governance.

Programme Curriculum

Social Dialogue and Labour Diplomacy Training Course

Introduction

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Course Duration

5 days

Course Objectives

1. Develop mastery in collective bargaining strategy and negotiation frameworks
2. Strengthen skills in labour diplomacy and social dialogue mechanisms
3. Enhance capability in conflict resolution and grievance handling systems
4. Build competence in shop steward leadership and representation roles
5. Apply industrial relations laws and labour compliance standards
6. Improve effective communication and persuasion techniques in negotiations
7. Understand union-management partnership models and engagement strategies
8. Strengthen workplace mediation and arbitration processes
9. Develop emotional intelligence for labour relations management
10. Build capacity in employee advocacy and rights protection
11. Apply strategic problem-solving in labour disputes
12. Strengthen stakeholder engagement and consensus-building techniques
13. Promote sustainable workplace peace and productivity frameworks

Target Audience

1. Shop stewards and union representatives
2. HR managers and industrial relations officers
3. Labour union leaders and organizers
4. Government labour inspectors and mediators
5. Employee relations specialists
6. Supervisors and line managers
7. Workplace dispute resolution committees
8. Organizational development and HR consultants

Course Modules

Module 1: Foundations of Social Dialogue & Labour Diplomacy

- Principles of social dialogue and tripartite engagement
- Evolution of labour diplomacy in modern workplaces
- Roles of unions, employers, and government stakeholders
- Importance of industrial harmony and workforce stability
- Legal frameworks governing labour relations
- Case Study: Analysis of successful national tripartite labour negotiations leading to minimum wage reforms.

Module 2: Role of Shop Stewards in Industrial Relations

- Duties and responsibilities of shop stewards

- Representation rights in grievance handling
- Communication channels between workers and management
- Ethical leadership and accountability
- Building trust within union structures
- **Case Study:** A manufacturing plant where shop stewards reduced strike incidents through structured dialogue.

Module 3: Collective Bargaining & Negotiation Strategy

- Stages of collective bargaining process
- Preparation of negotiation mandates
- BATNA (Best Alternative to a Negotiated Agreement)
- Power dynamics in labour negotiations
- Achieving win-win outcomes
- **Case Study:** A public sector wage negotiation that achieved balanced outcomes through strategic bargaining.

Module 4: Conflict Resolution & Grievance Handling

- Sources of workplace conflict
- Grievance reporting and escalation procedures
- Mediation and conciliation techniques
- Emotional control in disputes
- Documentation and compliance procedures
- **Case Study:** Resolution of a long-standing union dispute in a logistics company using mediation frameworks.

Module 5: Labour Law & Industrial Compliance

- Key labour laws and employment regulations
- Workers' rights and employer obligations
- Disciplinary procedures and fair hearing principles
- Role of labour courts and tribunals
- Compliance risk management
- **Case Study:** A legal dispute involving unfair dismissal resolved through labour court arbitration.

Module 6: Communication & Negotiation Skills

- Active listening and persuasive communication
- Non-verbal communication in negotiations
- Framing proposals and counteroffers
- Managing difficult conversations
- Building consensus through dialogue
- **Case Study:** Successful negotiation between union and airline management avoiding a nationwide strike.

Module 7: Stakeholder Engagement & Labour Relations Strategy

- Mapping labour relations stakeholders
- Building union-management partnerships
- Designing engagement frameworks

- Trust-building and transparency mechanisms
- Strategic workforce planning
- **Case Study:** A multinational company improving productivity through structured labour-management forums.

Module 8: Advanced Mediation & Industrial Peacebuilding

- Advanced dispute resolution techniques
- Third-party mediation processes
- Arbitration vs conciliation approaches
- Peace agreements and settlement drafting
- Sustainable industrial harmony models
- **Case Study:** A mining sector conflict resolved through third-party mediation restoring full operations.

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