MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Human Resources Management

Labour Relations and Conflict management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2571	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

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Course Overview

The objectives of managements, the ways in which enterprises are managed to achieve these objectives and the human resource management (hereinafter referred to as "HRM") and industrial relations (hereinafter referred to as "IR") initiatives in this regard, are affected by pressures, many of which are exerted by globalization. Changes in IR practices (rather than in institutions and systems) such as increased collective bargaining at enterprise level, flexibility in relation to forms of employment as well as in relation to working time and job functions have occurred as a result of such factors as heightened competition, rapid changes in products and processes and the increasing importance of skills, quality and productivity. These factors have also had an impact on HRM policies and practices. In managing change, the key elements include employee involvement in effecting change, greater customer orientation, and ensuring that the skills of employees are appropriate to the production of goods and the provision of services acceptable to the global market. As such, managing people in a way so as to motivate them to be productive is one important objective of HRM. The implications and consequences of globalization include the following:

Course Outcomes

- Improving the management of people or utilizing human resources better as a means of achieving competitive advantage.
- The numerous examples of excellence in HRM have created an interest in such models.
- The traditional role of personnel managers has failed to exploit the potential benefits of effective management of people; neither did personnel management form a central part of management activity.
- In some countries the decline of trade union influence has opened the way for managements to focus on more individual issues rather than on collectivist ones.

Course Outline / Curriculum

Conflict Resolution and Mediation

- Employee and Labor Relations Consultants assist in resolving problems and conflicts before they escalate and assist in facilitating informal mediation.
- Conflict in the workplace can arise in a wide variety of ways. It can range from misunderstandings, to very mild interpersonal problems, to serious conflicts
- The Office of Human Resources also offers formal mediation services. Mediation is a voluntary and confidential process in which a neutral third party helps disputing parties work through and resolve problems. It is not available for resolving disputes related to promotion and tenure, discrimination, sexual misconduct, serious misconduct/criminal activity, discharge or issues governed by federal or state law.

Corrective Action

- Employee and Labor Relations Consultants serve as objective hearing officers in matters involving corrective action, employee grievances and resolutions of dispute, when applicable.
- Corrective action is the process used to identify and correct undesirable behavior of employees.
- The objective of corrective action is to eliminate undesirable behavior and provide employee a fair and just process.

Investigations

- Employee and Labor Relations Consultants perform objective and thorough investigations of employee complaints in many areas, including discrimination, sexual misconduct and workplace violence.
- Consultants also investigate allegations that university policies have been violated. Investigations play a key role in the university’s risk management strategies and practices.
- Through consultations and investigations, the Employee and Labor Relations team provide guidance on key employment practices and laws to ensure a healthy work environment.

Labor Relations

- Employee and Labor Relations Consultants collaborate with human resource professionals to administer and interpret various collective bargaining agreements to ensure integration and consistency across the university, facilitate problem resolution to mitigate risk and work to enhance labor and management relationships.

Performance Management

- Employee and Labor Relations Consultants assist managers and human resource professionals in establishing performance expectations and accountability to ensure productive employees and work environments.
- Performance management is an ongoing process of communication between a supervisor and employee, focused on helping the employee achieve his or her best workplace results. It requires thoughtful planning, ongoing communication and commitment.

Policy Interpretation and Management

- Employee and Labor Relations Consultants provide guidance and development on university policies and procedures, including leave programs and reductions in force.

Target Audience

Labor Relations and Conflict management

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairob
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Labour Relations and Conflict management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue /Date	
Estimated Number ofDelegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____