



## Labour Relations

The competitive advantage held by an organisation relative to its competitors is often found in its people. As such, the management of human resources is a pivotal function in any organisation and requires a strategic focus. This programme provides delegates with knowledge of the dynamics of the South African labour market, conflict management, affirmative action, the latest labour legislation, grievances and dismissals, collective bargaining structures and processes, as well as an insight into employment equity, and talent development.

### Structure

This programme will be delivered over 3 days. Delegates completing the programme will receive a certificate of attendance.

### Who should attend?

- Human resource managers from the public and private sector
- Managers and directors from public and private sector
- Supervisors and practitioners
- Labour relations practitioners
- Trade union representatives
- Business owners, consultants and entrepreneurs

### Upon completion of the programme, delegates should be able to:

- Analyse interaction within a labour relations system;
- Describe the most important guidelines in labour legislation;
- Explain the environmental influences on labour relations;
- Manage discipline and dismissal in the workplace;
- Deal with disputes through a negotiation and/or CCMA process; and
- Deal effectively with industrial action.