

EFFECTIVE NEGOTIATION AND DISPUTE RESOLUTION - WORKSHOP -



3rd – 4th April 2019



Fringila Lodge, Chisamba

Successful negotiations, confrontation and conflict resolution requires knowledge, skill, tenacity and good preparedness. Disputes arise any time and parties must be ready all the time.

COURSE OBJECTIVES

Participants will:

- Learn how to effectively engage in negotiations between Unions and management
- Understand the process of negotiations and conflict resolutions
- Understand the Industrial Relations Act and international labour relations approaches
- Understand how to manage a strike
- action before, during and after it happens
- Learn the steps involved in engaging a Mediator, Reconciliator and Arbitrator
- Understand the Legal framework on collective bargaining and conflict resolution in Zambia
- Know key highlights of the labour laws and key labour practices to use

WHO IS TO ATTEND

HR Practitioners, Line managers, Supervisors, Executives, Trade unions leaders and members, All HRs staff, Union representatives, Labour Consultants and managers and directors of organisations and those engaged in collective bargaining and union engagement.

FEES, DISCOUNT AND CONTACTS



K4,500 per person

Inclusive of tax, teas, lunch and course materials and certificates. Excludes accommodation, dinner, transport.



For reservations, inquiries and /or requests for Course Content, kindly contact :
0211295486/ 0975 844051/ 0950339994 or
Email: training@ksm.co.zm