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Imsimbi Training proudly presents

Negotiation Skills for Wage Negotiators – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and the material covers unit standard 117853 at NQF level 5 and worth 8 credits

SERVICES SETA

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COURSE OBJECTIVES

This course is designed for Wage Negotiators or wage negotiation teams. The negotiation skills taught will enable the wage negotiation teams to have the appropriate skills to conclude meaningful wage negotiation agreements. The course will ensure wage negotiators become familiar with the principles, processes, and techniques of negotiation management in the context of wage negotiations in South Africa.

Welcome to the exciting world of negotiations skills. In the rapidly changing and global context we live in, conflict and negotiations are a feature of our current reality. Private and public sector organizations, as well as NGOs find that they must be more equipped to deal with different types of conflict. Conflicts all point to the need for more effective tools for lasting problem solving and negotiations.

It is thus important for managers and supervisors to become familiar with the principles, processes, and techniques of negotiations skills.

COURSE OUTCOMES

Upon completing this course, the learner should be able to:

- Understand the Labour Relations Act as it pertains to collective bargaining; strikes; lock outs and dispute resolution mechanisms
- Understand income statements and balance sheets as a negotiation tool strategy
- Understand the CPI as a negotiation tool strategy
- Describe appropriate techniques to manage conflict
- Negotiations and other strategies to resolve conflict
- Preparing for; Conducting and implementing a wage negotiation strategy
- Prepare for negotiations
- Identifying various negotiation strategies including distributive, integrative, positional, principled, interest based, target-specific bargaining and problem solving
- Engage in negotiations
- Wage negotiation role play
- Processes include use of experts, brainstorming, trade-offs, linkages and or concessions
- Finalise negotiations and communicate agreements
- Evaluate negotiation processes



COURSE OUTLINE

Module 1: Labour Relations Framework for Negotiations

- LRA, collective bargaining, disputes
- Who to negotiate with? – organisational rights of trade unions
- Strikes, lockouts and dispute mechanisms in wage negotiations
- CCMA and Bargaining Council procedures for strikes
- Understanding financial statements - tool for setting the negotiation strategy
- CPI - tool for setting the negotiation strategy

Module 2: Conflict Management

- What is Conflict
- Sources of Conflict in Organisations
- Power
- Mediation
- Conflict Resolution Continuum

Module 3: Prepare for Negotiations

- Preparing the Negotiations Process
- Types of Negotiation
- Administrative Arrangements
- The Purpose of Negotiation
- Negotiation Strategies and Processes
- Stages of Negotiation
- Negotiation Strategies
- Selecting a General Negotiation Approach
- Negotiating Styles: A Comparison
- Negotiation Ranges
- The Four Pillars of a Negotiation



- Identify and Inform Stakeholders
- Obtain Mandates
- Collate and Share Information
- Anticipate the Negotiation Process and Identify, Select and Motivate Tactics
- Negotiation Tactics

Module 4: Engage in Negotiations

- Behaviour and Conduct during Negotiations
- Communication Process
- Conduct Negotiations
- Negotiation Mistakes to Avoid
- Use Effective Communication and Interpersonal Skills
- Guideline: Steps for Constructive Feedback
- Listening
- Building Trust
- Characteristics of Good Negotiators

Module 5: Finalise Negotiations and Communicate Agreements

- Methods to Deal with a Deadlock
- Identify and Explore Options
- Finalise Negotiations
- Record Final Agreements
- Disseminate and Make Final Agreements Accessible
- Processes and Skills: A Summary
- Characteristics of a Durable Agreement
- Strong vs Weak Agreements

Module 6: Evaluate Negotiation Processes

- Opportunities and Mechanisms for Improvement



COURSE CONTENT

Wage Negotiation Legislation Context

- Understand the labour legislation in SA as it pertains to collective Bargaining.
- Understand the Collective bargaining processes
- The rights of Shop stewards in the bargaining process
- Sectoral determinations and their impact on your process
- Bargaining Council agreements and their impact on your process
- The right to disclosure of information when requested
- Understand the dispute resolution processes in the Labour Relations Act
- Understanding Strike mechanisms and processes
- Understanding Lock out mechanisms and processes
- The union federation's ideology and tactics
- Analysis and interpretation of the company financial statements
- Understanding CPI and how it is produced

Negotiations

- The importance of negotiations and agreements
- Building the relationship
- The negotiations cycle

Understanding the Negotiations process map

- Informing people about the negotiations process
- Useful questions for setting up a negotiations process
- Persuading through discussion
- Getting mandates from your stakeholders



Building trust

- Qualities of good negotiators
- Facilitating the negotiation process
- Communicating in a negotiations environment
- The do's and don't's of negotiations
- Key soft skills in the negotiations process

Negotiations strategy

- Understanding different negotiation styles
- Negotiation mistakes to avoid
- Negotiation strategies
- Principled negotiation strategy
- Positional negotiation strategy
- Know your BATNA
- A comparison of negotiation tactics
- Analysis of the balance of forces before and during the negotiation process
- Analysis of the external environment during the negotiation process

A negotiated agreement

- Closing tactics
- Concluding a negotiated settlement
- Strong and weak wage agreements
- Communicating the agreement to the parties

