



# Lead with Fairness

## NDA TRAINING TASMANIA

RTO Provider : 60034

**Course Cost** - \$395

**Duration** – 1 Day

### Locations

- Hobart
- Launceston
- Ulverstone

### Course Dates

Course dates can be found on the training calendar on the NDA website. If you can't find a suitable date, email: [bookings@nda.com.au](mailto:bookings@nda.com.au)

### Private Training

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA premises.

Please contact us for further information and to be provided with a quote.

### More Information

Phone: 03 6334 4910

Email: [bookings@nda.com.au](mailto:bookings@nda.com.au)

Web: [www.nda.com.au](http://www.nda.com.au)

BOOK

ENQUIRE

WEBSITE

### Unit Code/s\*:

BSBHRM522 - Manage employee and industrial relations

### Course Objectives

This course teaches the skills and knowledge required to manage employee relations (ER) and industrial relations (IR) matters in an organisation. It involves developing and implementing ER and IR policies and plans and managing conflict resolution negotiations.

It applies to those who are authorised to oversee IR and manage conflict and grievances in an organisation. They will have a sound theoretical knowledge base in human resources management and IR as well as current knowledge of ER and IR trends and legislation.

### Learning Outcomes

#### Develop ER and IR policies and plans

- Determine long term ER strategy
- Analyse existing ER performance in relation to workforce objectives
- Evaluate options in terms of cost-benefit, risk-analysis and relevant industrial instruments
- Consult relevant internal stakeholders and develop IR policies and plans
- Identify the skills and knowledge relevant for management and the workforce to effectively implement these strategies and policies

#### Implement ER and IR policies and plans

- Develop implementation plan and contingency plan
- Organise training and development for identified requirements
- Agree on changes required by the policies and plan
- Document procedures for addressing grievances and conflict
- Identify and communicate key

procedures for addressing grievances and conflict

- Review ER and IR policies and plans and establish whether they are meeting their intended outcomes

#### Manage negotiations to resolve conflict

- Develop and deliver training to individuals
- Identify sources of conflict or grievance
- Evaluate documentation and other information sources and clarify issues in dispute and ensure completeness, balance and relevance
- Obtain expert or specialist advice and/or refer to precedents, if required
- Determine and apply negotiation strategy
- Advocate the organisation's position to reach a resolution that aligns with organisational objectives

### Optional Assessment - \$195 per unit

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.