

# Successful negotiations with social partners

Hands-on course of 2 days - 14h

Ref.: PSO - Price 2024: CHF1 530 (excl. taxes)

Social relations play a central role in the smooth functioning of companies. This course will help you to understand the challenges of social relations and the strategies at play, become a communicative negotiator capable of accompanying the consultation process, and anticipate and manage any conflicts.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Master the different negotiation and consultation stages with social partners

Understand the issues and interests of the different parties

Lead negotiations in order to obtain a win-win agreement

Avoid the pitfalls of positional bargaining

## HANDS-ON WORK

Case studies. Filmed quizzes and role plays.

## THE PROGRAMME

last updated: 01/2023

### 1) The players in the negotiation

- Understand the legal framework of collective bargaining.
- Establish a diagnosis of your social relations.
- Delimit the role of shop stewards and the trade union branch during negotiations.
- Establish the role of managers during negotiations.
- Form the negotiation team that will face the staff representatives.

*Hands-on work* : Answering a quiz on the different roles of the players involved in the negotiation.

### 2) From positional bargaining to principled negotiation

- Anticipate the confrontation of positions.
- Take a stand against the most common trade union attitudes.
- Recognise the different types of negotiator.
- Gradually lead negotiations to a shift towards common ground.

*Hands-on work* : Practical case studies provided by the participants: analysis of contexts and positions, crisis recovery scenarios.

### 3) Social negotiations: understanding the issues at stake and the different phases

- Learn the keys to strategic negotiating.
- Find the right balance between profitability and social demands.
- Recognise the challenges and interests of the company.
- Understand and decipher the needs of employee representatives.
- Prepare your negotiation, define your goal (salaries, organisation, training), conduct preliminary consultations.
- Determine the power relationships.
- Manage the implementation of agreements: from preparation to conclusion.

*Hands-on work* : Defining the main stages of social negotiations. Individual work and collective brainstorming.

## PARTICIPANTS

Anyone responsible for preparing, conducting or attending social negotiations, HR directors, HR managers, social relations managers, establishment directors, SME business managers.

## PREREQUISITES

None.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

#### 4) Tools for conducting an effective negotiation

- Adapt your attitude and speech.
- Learn the keys to strategic negotiating.
- Develop your openness to others with active listening: decipher messages and demands.
- Develop good knowledge of yourself and others.
- Analyse the relationship with the social partners: the personal and institutional issues inherent in staff representative bodies.
- Validate each gain obtained by the players involved.
- Take urgent precautions when conflict breaks out.

*Hands-on work : Filmed role play: opening a negotiation session.*

## DATES

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### REMOTE CLASS

2024 : 11 Jul, 24 Oct