


The Importance of Process in Labor Management Relations

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Objectives

- Interactive Session
- Diverse Perspectives
- Practical Scenarios




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Scenario 1: Terms and Conditions

- During a recent negotiations, both the Union and the Employers verbally agreed to “improve the pension”. However, as negotiations concluded, both parties drafted language to codify the agreement. Unfortunately, there was a misunderstanding of what it means to “improve the pension”. Your task is now to reconcile the details into clear, actionable language.



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Recap

Ambiguity Leads to Conflict
&
Reconciling Differences

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Scenario 2: Verbal Agreements

- During a recent phone call, an employer representative and the business manager discussed the potential use of CW/CE's on a high-profile project for University College, which is undergoing a rapid expansion. The Employer sees this project as a gateway to securing future work and has requested permission to use CW/CE's despite restrictions under the inside agreement. A verbal agreement was reached during the call, but a follow-up email from the employer led to a conflicting response from the business manager. Your task is to reconcile the verbal discussion with the email exchanges to ensure clarity and avoid misunderstandings.



Recap

Verbal Agreements can lead to confusion
&
Involve the right people at the right time

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The Process

- Importance: A structured process in labor management relations ensures transparency, reduces misunderstandings, and lays the groundwork for success relationships. The process is NOT about following steps but ensuring clarity and mutual understanding.



The Process

- Establishes Trust and Transparency
- Reduces Misunderstandings and Conflicts
- Creates a Permanent & Accurate Record
 - Ensures Accountability
 - Facilitates Consistency
- Builds a Foundation for Long-Term Collaboration



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