Course duration: 3 days

Course content and outcomes:

The Roles and Responsibilities of Shop Stewards
- The rights and responsibilities of Shop Stewards as set out by the LRA
- The duty to represent the Union’s interests and directives
- The responsibility to guide and represent Union members
- The responsibility of leadership, and being a bridge between management and employees
- Representing workers in grievances and disciplinary enquiries
- The duty of ensuring adherence to the law, and building good labour relations

How a business works, and basic finance
- How a business comes to exist and grow
- The 4 key stakeholders of a business
- The importance of making a profit
  - Income, Profit and expenses
  - The 4 key stakeholders of a business
  - How to satisfy all 4 stakeholders who are all interested in making money
- What causes business to shrink, fail, and close
- Understanding company financials
  - The income statement
  - The balance sheet
  - Cashflow
- Budgeting and managing cashflow

Key principles of the LRA
- The parties to the labour relationship, and their respective roles
- Defining the employee – employer relationship
- Disputes of right and disputes of interest
- Employee contracts and fair grounds / procedure for termination
- The regulatory aspects and dispute resolution mechanisms of the LRA
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➢ Understand collective bargaining in industrial relations, including:
  • Getting to “Yes”
  • Positional bargaining, Distributive bargaining, Integrative bargaining,
    Transformational bargaining
➢ Dispute resolution, mediation and strikes

Discipline and Grievances
➢ Schedule 8 of the LRA: The Code of Good Practice Dismissals
➢ Fundamental premises that should apply to all disciplinary action
➢ Typical causes of disciplinary problems in a workplace
➢ The classification of transgressions relating to unacceptable conduct
➢ Preparing to represent an employee in a disciplinary enquiry, collecting evidence,
  preparing witnesses
➢ Opening statements, closing arguments, presenting the evidence, cross-examining
  witnesses and redirecting
➢ Procedural and substantive fairness
➢ Grievances and grievance hearings – key principles and best practices

Conflict Management and Conflict Resolution
➢ The nature of conflict: Internal vs external conflict
➢ Types of conflict: Inter-personal: Intra-personal; Inter-group; Intra-group
➢ Constructive vs destructive conflict
➢ The main causes of individual conflict & how to manage it effectively
➢ The main causes of conflict within companies & how to manage them
➢ Understanding the main conflict styles
➢ Understanding what your natural conflict style is
➢ Developing the ability to choose the best conflict style to fit the situation
➢ Leadership styles - how they are affected by conflict styles
➢ The attributes needed to become an effective “conflict manager”
➢ Legislated procedures for the resolution of workplace disputes

Contact us to register or arrange in-house training:
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