



### **Workshop on Labour Relations and Conflict management**

February 24 – 28, 2025, 1<sup>st</sup> Run: Lagos & Abuja

August 25 – 29, 2025, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N300, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N250, 000 per Participant

**Available for In-plant Training**

**700 U\$D for foreign  
Participants**

### **Program overview:**

This comprehensive course on Labour Relations and Conflict Management is designed to equip participants with the essential knowledge and skills necessary to effectively manage relationships and handle conflicts within a labor-intensive environment. It delves into the dynamics of labor relations, the legal framework governing labor rights, and practical strategies for preventing and resolving conflicts. Labour relations and conflict management are critical competencies for fostering a productive and collaborative work environment. This course aims to empower participants with the knowledge and skills needed to navigate complex labour dynamics effectively, ensuring organizational stability and employee satisfaction.

### **For whom:**

This course is ideal for HR professionals, managers, supervisors, union representatives, and anyone involved in managing human resource or dealing with labour-related issues within an organization.

### **Learning Objectives:**

At the end of the course, participants will be able to:

- gain insights into the principles, theories, and practices of labour relations, including the roles of management, unions, and employees.
- explore the legal aspects of labour relations, including employment laws, collective bargaining agreements, and dispute resolution mechanisms.
- learn various conflict resolution techniques and negotiation strategies to effectively manage disputes and foster a harmonious workplace environment.
- improve on communication skills crucial for handling difficult conversations, conducting grievance meetings, and building consensus among stakeholders.
- gain insight into current trends in labour markets, including evolving workforce dynamics, diversity issues, and the impact of technological advancements.

### **Course outline:**

#### **Day 1: Introduction to Labour Relations**

- Overview of Labour Relations
- Historical Perspective and Evolution

#### **Key Stakeholders in Labour Relations (Employers, Employees, Unions)**

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com); Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

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24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

- Roles and Responsibilities in Labour Management
- Importance of Effective Labour Relations for Organizational Success

### **Day 2: Legal Frameworks and Compliance**

- Employment Laws and Regulations Overview
- Understanding Collective Bargaining Agreements (CBAs)

#### **Legal Rights and Responsibilities of Employers and Employees**

- Dispute Resolution Mechanisms and Legal Recourse
- Case Studies and Practical Applications

### **Day 3: Conflict Management Strategies**

- Types and Sources of Workplace Conflicts
- Conflict Resolution Models and Techniques

#### **Negotiation Skills and Strategies**

- Mediation and Arbitration Processes
- Practical Exercises and Role-Playing Scenarios

### **Day 4: Communication Skills in Labour Relations**

- Effective Communication Techniques
- Active Listening and Empathetic Communication
- Managing Difficult Conversations

#### **Building Trust and Rapport**

- Handling Grievances and Feedback Sessions

### **Day 5: Labour Market Dynamics and Trends**

- Emerging Trends in the Labour Market
- Workforce Diversity and Inclusion Strategies
- Adapting to Changing Work Environments
- Case Studies and Best Practices

#### **Best Practices in Conflict Prevention and Resolution**

- Review of Recent Legal Cases and Their Implications
- Developing Action Plans for Improved Labour Relations
- Feedback and Continuous Improvement Strategies

#### **LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N300, 000**

In-plant Fee Negotiable

#### **WORKSHOP FEE:**

**N300, 000 per participant, VAT –N22, 500**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814  
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,  
& 234-9112830607**

**Training Methodology:** Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teachings/learning methods.

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