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COURSE BROCHURE

Complex Labour Relations and Collective Disputes Training Course

24 – 28 May 2027
Vienna

Complex Labour Relations and Collective Disputes Training Course

Ref: 3022_114642 **Date:** 24 – 28 May 2027 **Location:** Vienna **Fees:** 5900 GBP

Complex Labour Relations and Collective Disputes is a 1-week training course for senior human resources managers and employee relations specialists who handle escalated cases, and it produces a Collective Dispute Resolution Plan. Organised employee voice and public scrutiny now turn single grievances into organisation-wide disputes quickly. Jupiter Prime Training runs this course on complex labour relations for practitioners who advise leadership when a case escalates.

Why Complex Labour Relations and Collective Disputes Matter Now

Three forces shape complex labour relations today. Employees organise faster through workplace messaging groups and representative committees, so a local complaint can become a group claim within days. Leadership teams expect advisers to forecast the operational and reputational cost of each option before a hearing or negotiation begins. An organisation that handles collective disputes well keeps operations running and preserves trust with its workforce; one that handles them badly faces stoppages, claims and lasting damage to its standing as an employer.

Who Gains Most from Complex Labour Relations and Collective Disputes

- Specialists who lead investigations into serious conduct or harassment allegations
- Advisers who prepare management for meetings and negotiations with employee representatives
- Managers who own grievance and disciplinary policy and its consistent application across sites
- Business partners who brief senior leaders on dispute risk during restructuring or contract changes
- Case leads who coordinate with legal counsel on settlements and tribunal exposure

A human resources leadership group gains most when its employee relations lead attends with site business partners, so the function applies one escalation approach.

Complex Labour Relations and Collective Disputes Capabilities

These outcomes move a contested case from first allegation to a defensible settlement or ruling.

- Assess whether a set of individual grievances forms a collective issue — escalation decision for the director
- Design an investigation scope, interview plan and evidence log for a multi-party case — decision maker at the hearing
- Weigh settlement, mediation, formal hearing and litigation routes against cost and precedent — executive sponsor
- Build a negotiating mandate and concession map for meetings with employee representatives — leadership team
- Communicate case status to managers and staff without prejudicing the process — line managers
- Apply a consistency check across past sanctions before confirming a disciplinary outcome — appeal panel

Key Complex Labour Relations and Collective Disputes Terms

- Collective dispute — a disagreement between an employer and a group of employees or their representatives over shared terms
- Escalation ladder — the agreed sequence of stages a case passes through, from informal resolution to formal hearing and external referral
- Investigation terms of reference — a written scope stating the allegations, investigator, evidence sought and deadline
- Negotiating mandate — the limits leadership sets on what an adviser may offer or accept in talks with representatives
- Without-prejudice discussion — a settlement conversation whose content cannot normally be relied on later as evidence of admission
- Sanction consistency review — a comparison of a proposed outcome with earlier outcomes for similar conduct

Complex Labour Relations and Collective Disputes Day by Day

Day 1: Reading the Dispute Landscape

- Case Triage Matrix — Separating Individual Complaints From Collective Issues
- Workforce Sentiment Signals — Spotting Early Signs Of Organised Discontent
- Representative Structures Map — Who Speaks For Which Employee Groups
- Dispute Cost Estimate — Operational, Legal And Reputational Exposure Weighed
- Escalation Ladder Design — Stages, Owners And Time Limits Agreed

Day 2: Investigating Contested Allegations

- Investigation Terms Of Reference — Scope, Independence And Deadline Set
- Multi-Party Interview Planning — Order, Questions And Witness Support
- Evidence Log And Chain Of Custody — Records That Withstand Challenge
- Suspension And Interim Measures — Protecting The Process Without Prejudging
- Findings Report Structure — Facts, Analysis And Balance Of Probability

Day 3: Negotiating With Employee Representatives

- Interest Mapping Grid — Positions Versus Underlying Concerns On Each Side
- Negotiating Mandate And Concession Map — Limits Agreed With Leadership
- Joint Meeting Protocol — Agenda, Minutes And Agreed Actions Recorded
- Deadlock Breaking Options — Adjournment, Third-Party Facilitation Or Package Offers
- Collective Agreement Drafting — Clear Wording That Prevents Future Disputes

Day 4: Choosing Resolution Routes

- Resolution Route Comparison — Mediation, Hearing, Settlement Or External Referral
- Without-Prejudice Settlement Talks — Timing, Terms And Confidentiality Clauses
- Sanction Consistency Review — Outcomes Matched Against Earlier Precedents
- Appeal Panel Preparation — Independence, Grounds And Fresh Evidence Rules
- Case Communication Plan — Messages For Managers, Staff And Representatives

Day 5: Practising the Collective Dispute Resolution Plan

- Live Case Simulation — Triage Matrix And Escalation Ladder Applied
- Investigation Findings Rehearsal — Report Tested By Peer Challenge
- Representative Negotiation Role Play — Mandate And Concession Map In Use
- Post-Dispute Relationship Repair — Rebuilding Trust With Affected Teams
- Collective Dispute Resolution Plan — Routes, Owners And Timeline Finalised

Applying Complex Labour Relations and Collective Disputes After the Course

- Run the case triage matrix over open grievances to find any sharing a collective cause
- Agree a written negotiating mandate with leadership before the next scheduled meeting with employee representatives

Complex Labour Relations and Collective Disputes Questions FAQ

What are complex labour relations and collective disputes, and why do they matter now?

Complex labour relations and collective disputes are cases involving groups, representatives or serious allegations rather than one routine complaint. They matter now because organised employee voice spreads quickly.

Which roles gain most from complex labour relations and collective disputes training?

Senior employee relations specialists, human resources business partners and policy owners gain most, especially if you investigate serious allegations or negotiate with employee representatives in manufacturing, logistics or healthcare.

How does complex labour relations and collective disputes training differ from a grievance handling course?

It goes beyond routine grievance casework. The focus is on collective issues, representative negotiation, contested investigations and choosing between settlement, mediation and formal routes.

What do you bring back from complex labour relations and collective disputes training?

You bring back a Collective Dispute Resolution Plan for a real or recent case, with a triage matrix, investigation scope and negotiating mandate you can reuse.

Complex Labour Relations and Collective Disputes: The Way Forward

The Collective Dispute Resolution Plan first informs whether a case should be settled, mediated or taken to a formal hearing. Human resources directors, employee relations leads and legal counsel use it to keep decisions consistent and recorded. After its first use, revisit the escalation ladder and negotiating mandate against how representatives responded.