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COURSE BROCHURE

# Workplace Partnership with Employee Representatives Training Course for Line Managers

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Amsterdam

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Registered in the United Kingdom and Saudi Arabia

# Workplace Partnership with Employee Representatives Training Course for Line Managers

**Ref:** 2516_95511 **Date:** 19 – 23 April 2027 **Location:** Amsterdam **Fees:** 5600 GBP

Workplace Partnership with Employee Representatives is a 1-week training course for line managers and employee relations staff who meet, consult and negotiate with elected representatives, and who leave with a Representative Engagement Charter for their site. Workforce expectations, flexible contracts and faster operational change now test the relationship between management and representatives every week. Jupiter Prime Training sets Workplace Partnership with Employee Representatives within everyday supervisory decisions.

## Why Workplace Partnership with Employee Representatives Matters Now

Three forces shape this relationship today: operational change that arrives faster than consultation calendars, a workforce that expects to be heard before decisions land, and senior leaders who want disputes settled close to the shop floor. An organisation that handles representatives well resolves grievances early, agrees changes to employment terms with less friction and keeps output steady during restructuring. One that handles them badly sees stoppages, disputes and lost trust. The course rests on recognised practice in joint consultation, interest-based bargaining and staged dispute resolution, described in general terms.

## Who Gains Most from Workplace Partnership with Employee Representatives

- Line managers who brief representatives on rota, shift and workload changes
- Employee relations staff who prepare consultation papers and record joint agreements
- Supervisors who receive the first stage of collective grievances on site
- Department heads who sit on joint negotiating or consultative committees
- Operations managers who plan change that alters employment terms

The gain is greatest when a site management group and its employee relations adviser attend together.

## Workplace Partnership with Employee Representatives Capabilities

Participants practise the conversations and papers that keep a representative relationship constructive under pressure.

- Map representative structures and their consultation rights — deciding who must be informed and when
- Prepare a bargaining mandate with opening, target and walk-away positions — senior leadership sign-off
- Run a consultation meeting that records options and responses — the change decision and its timing
- Handle a collective grievance at the earliest stage — the representative and the affected team
- Apply a staged dispute procedure before positions harden — avoiding industrial action

- Draft a joint agreement in plain wording — the employees whose terms it changes

## Key Workplace Partnership with Employee Representatives Terms

- Employee representative — an elected or appointed person who speaks for a group of employees in dealings with management.
- Collective bargaining — negotiation between management and representatives over pay, hours and other terms for a group of employees.
- Joint consultation — a process in which management shares proposals and considers representative views before a decision is final.
- Bargaining mandate — the authority, limits and priorities that senior leaders give a management negotiating team.
- Collective grievance — a complaint raised on behalf of several employees about a shared issue at work.
- Failure to agree — the formal point at which negotiation stalls and a dispute procedure begins.

## Workplace Partnership with Employee Representatives Day by Day

### Day 1: The Representative Landscape

- Representative Structure Map — Who Speaks for Which Employee Group
- Consultation Rights Matrix — When Information Must Reach Representatives
- Relationship Health Check — Trust Levels Between Management and Representatives
- Recognition and Facilities Arrangements — Time and Access Granted to Representatives
- Issue History Log — Recurring Disputes Shaping Current Positions

### Day 2: Consultation in Practice

- Consultation Paper Structure — Presenting Proposals With Genuine Options
- Meeting Agenda and Minutes Template — Recording Views and Management Responses
- Change Impact Statement — Effects on Shifts, Rotas and Workloads
- Response Tracking Sheet — Showing Representatives How Views Shaped Decisions
- Briefing Cascade Plan — Aligning Representative and Line Messages

### Day 3: Bargaining Over Employment Terms

- Interest-Based Bargaining Preparation — Separating Positions From Underlying Needs
- Mandate Setting Grid — Opening, Target and Walk-Away Points
- Costed Package Comparison — Trading Hours, Allowances and Flexibility
- Caucus and Adjournment Tactics — Managing Pace at the Table
- Heads of Agreement Drafting — Capturing Settled Terms Accurately

## Day 4: Grievances, Discipline and Disputes

- Representative Role at Hearings — Accompaniment Rights and Conduct
- Collective Grievance Triage — Resolving Shared Complaints at Stage One
- Staged Dispute Procedure — Escalation Steps Before Failure to Agree
- Third-Party Conciliation Options — When Outside Help Breaks Deadlock
- Industrial Action Contingency Plan — Protecting Service During a Dispute

## Day 5: Practising the Representative Engagement Charter

- Consultation Role-Play — Applying the Paper and Minutes Templates
- Negotiation Simulation — Testing the Mandate Grid Under Pressure
- Grievance Escalation Case — Using the Staged Procedure From Day Four
- Peer Review of Draft Agreements — Clarity, Fairness and Workability
- Representative Engagement Charter — Meeting Rhythm, Escalation Routes and Shared Commitments

## Applying Workplace Partnership with Employee Representatives After the Course

- Run a relationship health check with the representative body and agree three improvements for the next quarter.
- Use the consultation paper structure on the next rota or shift change and track how representative views altered it.

## Workplace Partnership with Employee Representatives Questions FAQ

### What is workplace partnership with employee representatives and why does it matter now?

It is the way managers inform, consult and negotiate with elected representatives. It matters now because change is faster and employees expect a voice before decisions are taken, so early dialogue prevents disputes and keeps operations steady in sectors such as manufacturing and healthcare.

### Which roles gain most from workplace partnership with employee representatives training?

Line managers and employee relations staff gain most. Supervisors handling first-stage grievances, department heads on joint committees and operations managers planning change to employment terms all use the methods each week.

### How does workplace partnership with employee representatives differ from an employment law course?

It focuses on relationship and negotiation practice rather than legal rules. An employment law course explains rights and contracts; this course builds the consultation, bargaining and dispute handling skills managers use with representatives at the table.

## What do you bring back from workplace partnership with employee representatives training?

You bring back a Representative Engagement Charter. It sets the meeting rhythm, escalation routes and shared commitments for your site, with templates for consultation papers and mandates.

## Workplace Partnership with Employee Representatives: The Way Forward

The Representative Engagement Charter first informs how the next proposed change is consulted on and who hears about it first. Line managers, employee relations advisers and representatives all use it as the shared reference for meetings and escalation. After its first use, revisit the escalation routes to see whether grievances were settled at the earliest stage or drifted towards formal dispute.