

## Industrial Relationship Management

Course Code: HRM551



### Course Description

This course covers key aspects of employment relations such as industrial relations, working with unions, CBAs, negotiations and conflict resolution. This is very important area and plays key role in success and failure of organizations. Employees' relationship management has strategic importance.

### Learning Outcomes

- Relate with the people coming from a wide range of social, cultural and ethnic backgrounds and physical and mental abilities, and moral and social paradigms
- Analyze employment relations systems in terms of its operations, structure and effectiveness.
- Acquire skills to communication ensuring uniformity and transparency relevant to groups or individuals
- Understand the legal framework and acquire skills to mediate conflicts, negotiate and/or attempt to obtain consensus between individuals/groups in conflict situations which are dysfunctional in relation to the organization's performance networking skills to ensure support from key groups and individuals for concepts/ideas/products/services
- Obtain knowledge of:
  - ⇒ Human resource planning
  - ⇒ Employment relations systems
  - ⇒ Knowledge of industrial relations in different countries and their advantages, disadvantages and relevance to local contexts
  - ⇒ Human resource specialist assistance available for legal and people management aspects
  - ⇒ Organizational plans and objectives (strategic, tactical and operational)
  - ⇒ Organizational support services for employees (external and internal)
  - ⇒ Performance measurement systems utilized within the organization



## Course Content

- \* Introduction to employee relations strategy. Strategies and policies.
- \* Industrial relation management and Role of CBA in local context.
- \* Strategy and policies - equal opportunity, family & work relationships (work life balance and promote the absence of discrimination and/or harassment).
- \* Risk management strategies - withdrawal of labor and other potential outcomes of disputes.
- \* Conflict resolution.
- \* Negotiate awards, agreements, and contracts employee rights and obligations. legal and organizational requirements conditions of employment
- \* Comparing employment relations in developed economies e.g. US, the Europe, Emerging economies e.g. BRICS
- \* Benchmarking the best result yielding practices in local conditions
- \* Employee relations in talent or skill dominated organizations
- \* Education, learning & development (L&D) and communication plans

### Schedule :

Total 12 classes (3 hour each week) on week-ends from 25<sup>th</sup> April 2015 to 16<sup>th</sup> August 2015

### Fees :

PKR 40,000/participant

Includes Mid-Terms & Final Exams, 3 Credits & IBA Certificate  
(Does not include Course Material)

#### Eligibility:

-16 Years education with three year's post qualification work experience  
Or

-14 years education with six year's post qualification work experience  
In any subject from HEC recognized university

## For Registrations:

Center for Executive Education  
Institute of Business Administration  
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