

SOCIAL DIALOGUE AND MUTUAL GAINS COLLECTIVE BARGAINING TRAINING.

24th to 26th May, 2016.

DRAFT PROGRAMME.

OBJECTIVES OF THE COURSE

By the end of the course, the participants will have acquired:

1. A better understanding of:

- the development of conflict and disputes
- the different approaches to conflict management
- the range of dispute resolution processes
- modern negotiation theory and best negotiation practice
- the negotiation process and how to prepare for negotiations
- the essential skills and behaviours of effective negotiators
- conducting effective meetings

2. Improved skills in:

- negotiating
- conflict management

DAY ONE

1. Opening Session.

2. Social dialogue, ILO Conventions and Recommandations

3. Briefing on

- Context/History (general and Sectoral)
- IR- practices in Ethiopia (brief information)
- Institutional support for social dialogue

By tripartite constituents, MOLSA, CETU and EEF from Government, Workers' and Employers' perspectives respectively.

4. An introduction to negotiation

- 4.1. Identifying typical mistakes made by negotiators
- 4.2. Group process guidelines
- 5. The negotiation process**
 - 5.1. An experience of negotiation
 - 5.2. Outcomes in negotiation

DAY TWO

- 6. Review reflection of Day One.**
- 7. The negotiation process (*continued*)**
 - 7.1. Preparation for negotiation
 - 7.2. Negotiation role-play
- 8. Negotiation skills**
 - 8.1. Behaviours of effective negotiators
 - 8.2. Effective listening
 - 8.3. Distinguishing positions from needs
 - 8.4. Working with interests and needs
 - 8.5. The use of questions
- 9. The negotiation process (*continued*)**
 - 9.1. Negotiation role-play

DAY THREE

- 10. Review reflection of Day 2.**
- 11. The negotiation process (*continued*)**
 - 11.1. Negotiation role-play
 - 11.2. Generating options and brainstorming
 - 11.3. Managing your own emotion and responding effectively to the emotions of others
 - 11.4. Negotiating with difficult people
- 12. The negotiation process (*continued*)**
 - 12.1. Negotiation role-play
- 13. Discussion on challenges faced,**
 - 1.3.1. What are key challenges faced
 - 1.3.2. ways to strengthen existing tripartite structures
- 2. Course evaluation**
- 3. Closure**