

## MANAGING ONSITE INDUSTRIAL RELATIONS

The Managing Onsite Industrial Relations course is designed for supervisors, forepersons, site managers and project managers working on commercial sites. Industrial relations is a critical aspect of any building site and recent events within the Victorian building sector have highlighted the importance of having a sound working knowledge of industrial relation (IR) rights, responsibilities and obligations of employers, employees and unions. This course focuses on the fundamental skills required to deliver better outcomes and instils confidence in staff handling negotiations in the dispute resolution process.

## BENEFITS TO YOU AND YOUR ORGANISATION

Managing Onsite Industrial Relations course participants will:

- Be equipped with the IR skills required to minimise the occurrence and severity of disputes;
- Develop an understanding of the IR legal framework;
- Be empowered to make decisions in a difficult environment;
- Learn methods to effectively deal with employees, subcontractors, union representatives and senior management;
- Gain a better understanding of common responses to conflict;
- Learn from our Industrial Relations professional with years of experience in the Victorian commercial construction industry; and
- Find out where to go for support and IR advice.



## SIMULATION SESSIONS

### SESSION 1

#### DEALING WITH SITE ISSUES

Understand the importance of dealing with enquiries efficiently and effectively before they escalate.

### SESSION 2

#### ISSUE RESOLUTION

Practice handling different personalities, issues and agendas that are common on commercial building sites.

### SESSION 3

#### MINIMISING CONFLICT

Practice applying the law and its interpretation in difficult circumstances to a variety of site personnel.

### CLASSROOM SESSIONS

- Fair Work Act 2009
- Fair Work (Building Industry) Act 2012
- Industry EBA 2011 - 2015
- Communication and Negotiation
- Conflict and Dispute Resolution

## HOW WILL I LEARN?

This course is delivered utilising our unique combination of classroom style learning, feedback workshops and a simulated building site. Participants assume a site leadership role and are given the opportunity to practice and apply newly learnt skills and knowledge when confronted with everyday challenges and personalities experienced on site.

Learning is reinforced and enhanced in our simulation sessions with a team of highly trained specialist actors. Participants are given the opportunity to negotiate, problem solve, communicate and provide advice to site personnel, management and subcontractors.

In our safe learning environment, participants will be challenged to demonstrate the importance of effective IR management, negotiation skills and conflict and dispute resolution processes in accordance with best practice for your organisation.

## DEBRIEFING SESSIONS

Each simulation is monitored by a team of trained observers and followed by a facilitated debriefing session. Here participants are able to exchange their experiences and individual feedback is provided by the observers.

Participants discover that there are many ways to approach each interaction or challenge and how their actions influence onsite outcomes. Participants will become aware of their development areas and have the opportunity to practice, refine and ultimately implement onsite.

BLSC participants will develop the skills to effectively negotiate and manage conflict with successful and proven communication tools, understand what the law dictates and how effective IR management will assist your organisation.

## ENROLMENT DETAILS

Duration: 2 days

Dates (2020): 25 & 26 Jun / 16 & 17 Jul / 10 & 11 Aug / 17 & 18 Sept / 15 & 16 Oct / 19 & 20 Nov / 14 & 15 Dec

Cost (GST free):

\$980 – Master Builders Member & Incolink Contributor

\$1440 – Master Builders Member

\$1210 – Incolink Contributor

\$1615 – Non Member

To make a booking please call 9411 8000 or book online at [blsc.com.au](http://blsc.com.au)