
Overview

This unit is appropriate for you if your role involves:

1. Helping resolve industrial disputes.

The activities you are likely to be involved in:

2. Maintaining contact with members and their wishes regarding the continuation of disputes.
3. Updating members on the progress of the dispute.
4. Advising members on the legal issues involved in the dispute.
5. Following the correct balloting procedures.
6. Keeping appropriate officers of the union up-to-date with events in the dispute.
7. Agreeing appropriate publicity materials and a media strategy with colleagues.
8. Recognising the circumstances in which to recommend arbitration and conciliation.

What the unit covers:

9. Working closely with members during the dispute.
10. Following disputes procedures and processes.

**Performance
criteria**

Work closely with members during the dispute

You must be able to:

- P1 Collect the views and attitudes of members to the continuation of disputes from appropriate sources, and continuously evaluate and update them as the disputes progress.
- P2 Advise members on the legal framework applying to disputes and the legal consequences of proposed action.
- P3 Make sure that suitable support for members involved in disputes is made available within the constraints of union policy and available resources.
- P4 Maintain regular contact with members and disseminate promptly relevant information about improved offers and changed circumstances.

Follow dispute procedures and processes

You must be able to:

- P5 Make sure that ballots for the initiation of industrial action meet legal and procedural requirements and that membership data is accurate and regularly reviewed.
- P6 Accurately collate and summarise the results of consultations and present them to the employer.
- P7 Agree appropriate publicity materials and a media strategy with colleagues.
- P8 Provide other officers of the union with regular, accurate and up-to-date information about the progress of disputes and potential disputes and seek approval for specific actions within the policy and rules of the union.
- P9 Maintain regular contact with employers in dispute, and investigate and propose options and alternatives for resolving the dispute which are likely to be acceptable to members.
- P10 Make sure that the conduct of disputes is reviewed regularly against accepted codes of practice, agreements, procedures and legal requirements.
- P11 Inform dispute organisers of any breaches in procedure and advise them

of legal consequences.

- P12 Provide other unions which have a potential interest in the outcome of the dispute with relevant, regular, up-to-date and accurate information about progress.

Knowledge and understanding

The nature and role of workplace negotiations

You need to know and understand:

- K1 How to identify and select from appropriate sources, information relevant to workplace disputes.
- K2 How to develop a suitable strategy for your workplace.
- K3 How to identify and apply the union policies and practices in relation to workplace disputes.
- K4 How to select appropriate methods of monitoring the views and expectations of members.

Principles and concepts

You need to know and understand:

- K5 How to identify realistic and acceptable best results in relation to disputes.
- K6 How to evaluate the consistency and resilience of the employer's position and to probe for possible movement.
- K7 How to identify when to suggest temporary adjournments at appropriate points in the negotiation.
- K8 How to identify the kinds of outcomes which might set precedents.

External factors influencing workplace negotiations

You need to know and understand:

- K9 How to identify and work within the codes of practice, agreements, procedures and legal requirements which affect workplace disputes.
- K10 How to identify and follow the legal requirements and procedures for conducting ballots.

CFAUR5

Contribute to the resolution of industrial disputes in the workplace

Developed by	CFA Business Skills @ Work
Version number	2.0
Date approved	March 2012
Indicative review date	March 2015
Validity	Current
Status	Original
Originating organisation	TUC
Original URN	CFAUR5
Relevant occupations	Trade Union Representatives and Professionals
Suite	TUC Core Trade Union role
Key words	representing union members; union collective interests; collective bargaining strategy; union recognition rights; union collective agreements; resolution industrial disputes; presenting union cases; workplace negotiations; union advocacy service