



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Workplace Negotiations for Worker Interests

Education, Training and Development / Adult Learning

Unit Standard 258098 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the skills to plan and conduct negotiations that advance the interests of workers within the South African labour relations framework. Participants will learn to apply negotiation strategies, manage conflicts, and achieve outcomes that benefit workers while maintaining productive workplace relationships.

Category	Education, Training and Development
Subfield	Adult Learning
Unit Standard	258098
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Prepare for negotiations by analyzing the context, interests, and mandates of workers.
- Apply negotiation techniques to advance the interests of workers during collective bargaining.
- Evaluate negotiation outcomes against the mandate and interests of workers.
- Demonstrate effective communication and conflict resolution skills during negotiations.
- Design strategies to manage deadlocks and reach consensus in negotiation processes.
- Implement post-negotiation follow-up actions to ensure agreements are implemented.

WHO SHOULD ATTEND

- This course is designed for trade union representatives, shop stewards, employee representatives, and human resources practitioners who are involved in collective bargaining or workplace negotiations on behalf of workers.

COURSE OUTLINE

Day 1: Introduction to Workplace Negotiations

- Definition and importance of workplace negotiations.
- Types of negotiations: distributive vs. integrative.
- Key role players: employers, employees, unions, and bargaining councils.
- Overview of relevant labour legislation (LRA, BCEA, EEA).
- Ethical considerations in negotiations.
- Introduction to negotiation outcomes and agreements.

Day 2: Negotiation Principles and Strategies

- Understanding BATNA, reservation point, and ZOPA.
- Strategy formulation: competitive, collaborative, compromising.
- Power analysis: sources of power and balancing tactics.
- Pre-negotiation preparation: information gathering and goal setting.
- Interest-based bargaining techniques.
- Role of mandates and mandates in collective bargaining.

Day 3: Communication and Interpersonal Skills

- Communication models and barriers.
- Active listening and paraphrasing.
- Assertiveness vs. aggression.
- Non-verbal cues and body language.
- Emotional intelligence and self-regulation.
- Techniques for de-escalating tension.
- Building trust and credibility.

Day 4: Negotiation Process and Tactics

- Stages of negotiation: preparation, opening, exploration, bargaining, closure.
- Tactics: anchoring, bluffing, good cop/bad cop, nibbling.
- Counter-tactics and ethical boundaries.
- Principled negotiation (Harvard model).
- Managing concessions and trade-offs.
- Minute-taking and recording agreements.

Day 5: Collective Bargaining and Worker Representation

- Collective bargaining structures (centralised vs. decentralised).
- Bargaining councils and statutory councils.
- Union recognition and organisational rights.
- Negotiating substantive issues: wages, benefits, hours.
- Procedural issues: discipline, grievances, retrenchment.
- Strike and lockout dynamics.
- Dispute resolution mechanisms (CCMA, Labour Court).

Day 6: Advanced Negotiation Scenarios

- Multi-party negotiations: caucuses and coalitions.
- Crisis negotiations: deadlines, ultimatums, and walkouts.
- Cross-cultural negotiation: South African diversity context.

- Mediation and third-party intervention.
- Impasse resolution strategies.
- Ethics in complex negotiations.
- Case studies of real-world negotiations.

Day 7: Implementation, Evaluation, and Practical Integration

- Agreement drafting and ratification.
- Post-negotiation evaluation and debriefing.
- Feedback and continuous improvement.
- Building long-term relationships.
- Personal negotiation style assessment.
- Integration of theory and practice.
- Final simulation and review.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
06 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
06 Aug 2026	14 Aug 2026	On-Campus	Lagos, Nigeria
07 Aug 2026	17 Aug 2026	On-Campus	Johannesburg, South Africa
10 Aug 2026	18 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 258098) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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