



# INDUSTRIAL RELATIONS

---

This course is intended for all persons who need to devise and apply strategies to establish and maintain workplace relationships. This course is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

The Student would gain competencies from this course to be capable of:

- Liaising and networking with internal and external stakeholders.
- Devising and applying a strategy to establish constructive relationships with team members in a unit.
- Devising and applying a strategy to establish constructive relationships with managers.
- Identifying and minimising personal conflict in the workplace.