

MANDATE TRADE UNION

PROPOSED TRAINING COURSES 2023

CONTENT – OUTCOMES – DATES – AUDIENCE

Gerry McMahon is acknowledged as a national expert in the area of People Management and Employee Relations. He has over 30 years' practical experience working as an advisor/consultant in the area, across a range of sectors. He has extensive experience working as a consultant, negotiator, trainer, adjudicator, mediator, coach, team builder, investigator, researcher, facilitator, arbitrator and expert witness on behalf of a wide range of Government departments, public sector enterprises, semi-state entities, blue chip companies, professional institutes, trade unions, employer and community/voluntary and religious organisations. In 2015 Gerry was appointed by the Minister for Jobs, Enterprise and Innovation to serve as a Judge/Adjudicator at the Workplace Relations Commission, where he is currently active. In addition to his work as a lecturer in at the College of Business, Technological University Dublin. Gerry has had an extensive range of books and articles published – incl. *Industrial Relations in Ireland*, 4th ed. And '*Successful Performance Management*', 2nd ed. – across a range of –reputable media, from 'academic' to 'popular' outlets and been a frequent columnist with the *Irish Times*, the *Sunday Business Post*, the *Irish Independent*, the *Industrial Relations News*, *People Focus* (C.I.P.D. journal), *Accountancy Ireland*, *Business Plus* magazine and expert commentator for R.T.E. and TV3 in the aforementioned areas.

No. 1. An Introduction To Employment Law

(Mandate are running a number of Employment Law courses however this training will not be delivered by Gerry Mc Mahon)

1.1 Course Content: This one-day training course is designed to provide participants with an easy-to-understand basic level introduction to the complex world of employment law. The course will cover a range of topics, with a particular emphasis on the sources of law, third-party adjudication institutions, trade union law, unfair dismissals, equality law etc. It will enable participants to understand how to access relevant legal information and how to evaluate the merits/demerits of an employment law related case/issue. This training course will rely heavily on the application of employment law provisions to real-life factual type scenarios.

1.2 Learning Outcomes: At the end of this training course participants will be able to:

- ✓ Identify the main sources of Irish labour and trade union law that influence the legislative and contractual context within which MANDATE and its members operate.
- ✓ Understand the main provisions of those workplace-related statute laws most commonly contested and availed of.
- ✓ Access relevant legal information, enabling them to assess the merits and demerits of all those employment-related issues of interest/concern to them.
- ✓ Access relevant legal information – incl. statute and common law/case precedents - enabling them to construct a case for adjudication at the Workplace Relations Commission and/or the Labour Court.
- ✓ Appreciate the importance of taking a balanced, careful and considered approach, when assessing the feasibility of progressing an employment law related case.

1.3 Proposed Date: ~~Friday, Feb. 17th, 2023 (to be confirmed no later than Oct. 28th next).~~

1.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff, council/committee/office holders and activists attempting to develop an understanding of Irish labour law.

1.5 Attendance Ceiling: 12

No. 2. Preparing And Presenting A Case At Third Party Fora

– W.R.C. and the Labour Court

2.1 Course Content: This one-day training course is designed to assist attendees in putting forward their ‘best case’ at a third-party hearing (i.e. the Workplace Relations Commission, the Labour Court). In addition to outlining the role and mechanics of the aforementioned State adjudication bodies, the course takes parties through the A to Z of hearing procedures and processes. It also alerts attendees to the all-important preparatory work that is essential to the presentation of their case and the art of cross-examination.

2.2 Learning Outcomes: At the end of this training course participants will be able to:

- ✓ Know how to research and compile their case(s) for presentation at a third-party hearing.
- ✓ Understand and utilise the procedures and processes deployed by third-party institution adjudicators/chairpersons.
- ✓ Appreciate and deploy both statute law provisions and common law precedents to the maximum advantage of their clients/claimants.

2.3 Proposed Date: Monday, March 27th, 2023.

2.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff, council/committee/office holders and activists attempting involved in the preparation and presentation of cases before the State’s third-party institutions.

2.5 Attendance Ceiling: 12

No. 3. Successful Negotiations: Getting To Yes

3.1 Course Content: This one-day training course is designed to aid attendees in getting the most from the full range of negotiation scenarios. Participants will discover how to negotiate effectively, via the standard four-stage process most commonly associated with successful bargaining (i.e. Preparing, Opening, Bargaining and Closing). Having addressed the standard conventions or ‘unwritten rules’ associated with the negotiation process, together with the skills and stages essential to getting the best deal, the course will also provide participants with an understanding of how to reach a deal that satisfies all involved (i.e win : win as opposed to win : lose or lose : lose). This training course will

rely heavily on the participants' engagement with a 'real' and specific employment-related scenario, followed by detailed assessment or participant-focused feedback.

3.2 Learning Outcomes: At the end of this training course participants will be able to:

- ✓ Negotiate effectively, via the 'best practice' application of the four key stages (i.e. preparing, opening, bargaining and closing').
- ✓ Appreciate the need for team solidarity and discipline in the conduct of negotiations.
- ✓ Apply the all-important conventions or 'unwritten rules' associated with successful negotiations.

3.3 Proposed Date: Monday, April 24th; Monday, May 22nd; Monday, Oct. 2nd, 2023 (3 dates).

3.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff, council/committee/office holders and activists attempting involved in the conduct of negotiations.

3.5 Attendance Ceiling: 10

No. 4. Presentation Skills: Getting Your Message Across Effectively

4.1 Course Content: This one-day training course is designed to give you the tools and techniques that you need to prepare and deliver presentations effectively. Beyond focusing on what you should do, you will also learn about the most common presentation pitfalls and how you can avoid them. In advance, you will be asked to prepare and deliver a very short presentation on any topic of your choice. Thereafter, your presentation will be reviewed for the purpose of giving you supportive and constructive feedback on your style of presentation. This will enable you to develop and improve both the content and delivery of your presentation(s), whilst increasing your confidence and surmounting the fears commonly associated with presentations.

4.2 Learning Outcomes: At the end of this training course participants will be able to:

- ✓ Appreciate and apply the art or skill-set associated with effective presentations, enabling them to become better presenters/communicators.
- ✓ Understand the necessity of taking CONTROL of the (i) material, (ii) the nerves and (iii) the audience, to ensure maximum impact for their presentations.
- ✓ Improve their presentation content, structure, delivery and use of visual aids.

4.3 Proposed Date: Monday, April 17th; Friday, Sept. 29th, 2023 (2 dates).

4.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff, council/committee/office holders and activists involved in the delivery of presentations.

4.5 Attendance Ceiling: 8

No. 5. Effective Meetings

5.1 Course Content: This one-day training course is designed to give participants an understanding of the essentials associated with effective meetings. It will cover a range of pertinent issues, including the committee members' roles, planning/preparing for meetings (incl. agenda preparation), 'best practice' minute-taking, the management of challenging behaviours and scenarios at meetings and post-meeting assessment tools that are designed to enhance meetings for the future.

5.2 Learning Outcomes: At the end of this training course participants will understand:

- ✓ The roles and responsibilities of the 'model' Chairperson/Facilitator, Secretary/Recorder and the other meeting participants.
- ✓ How best to prepare tailored agendas efficiently and effectively.
- ✓ How to facilitate productive discussion via tactful questioning, active listening, appropriate acknowledgements, considered clarifications and succinct summaries.
- ✓ The importance and the art associated with the assignment of follow-up tasks or responsibilities and agreement on and the application of deadlines.
- ✓ The process for effective participation and decision-making, as customised to and agreed upon by the meeting group for the attainment of consensus.
- ✓ How to effectively manage and resolve challenging behaviours, situations and meeting attendees.

5.3 Proposed Date: Monday, April 3rd, 2023.

5.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff, council/committee/office holders/chairpersons/secretaries and activists etc.

6.5 Attendance Ceiling: 10

No. 6. Assertiveness At Work

6.1 Course Content: This one-day training course is designed to aid attendees in standing up for their rights, without being inappropriately aggressive. It is designed to help participants to express their thoughts, feelings, wishes and needs in a courteous, tactful and appropriate manner. 'Assertiveness' is encouraged as the most appropriate route to take in most situations, as it far exceeds passive or aggressive behaviour in terms of enhancing the prospects of attaining one's goals and the maintenance of ongoing cordial and productive relationships. In one's capacity as a MANDATE representative or employee, it is a basic requirement that you express relevant needs and desires in an appropriate manner. So, this course is designed to enable attendees to interact with others

in an open, transparent, and appropriate manner, without doing damage to or infringing on the rights of others.

6.2 Learning Outcomes: At the end of this training course participants will know how to:

- ✓ Make an appropriate and positive impact when communicating with others.
- ✓ Use the right style of behaviour to help (rather than hinder) you in the attainment of your goals and aspirations, thus achieving your outcomes in a positive manner.
- ✓ Distinguish between passive, aggressive and assertive behaviour.
- ✓ How to manage your emotions, remain calm and reduce stress during potentially conflictual situations,
- ✓ How to think and conduct yourself assertively.

6.3 Proposed Date: Friday, Nov. 10th, 2023 (1 date).

6.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff, council/committee/office holders and activists attempting to develop an understanding of Irish labour law.

6.5 Attendance Ceiling: 10

[No. 7. Effective Teamwork: Where and How You Fit In](#)

7.1 Course Content: This one-day training course is designed to help course participants to acquire the necessary knowledge and to apply the appropriate skills and behaviours considered essential to the development of a harmonious and successful team. That is, it will enable the building of stronger relationships with the team, as team members get to know each other better and create the foundations for a high performing group or team. Having established one's preferred team roles – and its strengths and development needs – the course addresses the five main dysfunctions of a team and how they can be successfully overcome.

7.2 Learning Outcomes: At the end of this training course participants will know:

- ✓ What role(s) they are best equipped to perform in a team.
- ✓ How to overcome a lack of trust among team members.
- ✓ How to engage in constructive conflict.
- ✓ How to follow a clear, concise and practical guide to using the five dysfunctions of a team as the basis for improving team relationships and effectiveness.
- ✓ What is required to realise the potential of teamwork.

7.3 Proposed Date: Friday, Sept. 1st, 2023 (1 date).

7.4 Target Audience: This course is primarily aimed at – but not confined to – MANDATE staff and representatives who work together in a team.

7.5 Attendance Ceiling: 8



MANDATE
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