

# Frequently Asked Questions

**Course Title:** Labor and Management Relations

**Course #:** 4916

**Duration:** 2 Days

**Delivery Method:** Instructor-led live classroom

**Alternative Delivery Methods:** Instructor-led online (synchronous)

## 1. What business or organizational need does this course address?

Learn to develop and maintain successful labor and management relations to support employee engagement and prevent budgetary overruns. Through role-play activities and scenario-based learning, you will develop the skills necessary to effectively ensure productive outcomes between employees and management.

## 2. Who should attend?

This course is designed for HR professionals, managers, and other professionals seeking an overview of critical labor and management relations concepts.

## 3. What will I learn how to do in this course?

- Discuss various acts and agencies related to the relationship between labor and management
- Classify unfair labor practices as initiated by an employer or a labor organization
- Compare states with union security agreements with states that have right-to-work laws
- Discuss the collective bargaining process, including negotiations, outcomes, and memorandums of understanding
- Describe how labor relations units, supervisors, and union representatives administer a collective bargaining agreement
- Explain how a grievance is generated and processed
- Compare performance-related, conduct-related, unfair labor practice, and miscellaneous grievances
- Describe various alternative dispute resolution techniques and the appeals process
- Locate sources of information related to labor and management relations

## 4. What kinds of activities are included in this course?

Facilitator presentations, facilitated discussions, individual exercises, small-group exercises, role-play activities, and case study

## 5. Are there prerequisites for this course?

Suggested:

- [The Federal Human Resources Business Partner](#)

- [Employee Relations](#)

## 6. Do I have to complete any prework for the course?

There is no prework required for this course.

## 7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

## 8. Does this course count for credit toward a Management Concepts Certificate Program?

This is an elective course in the following program(s):

- [Human Resources Certificate Program](#)

## 9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 16

NASBA Field of Study: Personnel/Human Resources

NASBA Level: Basic

CEUs: 1.3

PDU: 14

CLPs: 16

## 10. What course(s) do you recommend after I complete this course?

- [Getting Efficient: Optimizing HR Operations](#)
- [Exceptional Customer Service in Federal HR](#)