

## Negotiating With Unions Workshop

### Dates & Venues

- 21 & 22 March AUCKLAND**  
Stamford Plaza, 22-26 Albert Street
- 9 & 10 May WELLINGTON**  
The Museum Hotel, 90 Cable Steet

### Register direct by post, phone, email or online

Post PO Box 105 864, Auckland 1143  
Phone 09-578 1524  
Email [ir.consulting@adelhelm.co.nz](mailto:ir.consulting@adelhelm.co.nz)  
Online [www.adelhelm.co.nz](http://www.adelhelm.co.nz)

### Registration Fee

Early bird – register and pay 4 weeks prior \$1895.00 + GST  
One attendee \$2095.00 + GST  
Two or more from the same organisation \$1995.00 + GST each

### Method of payment

Full payment must be received 14 days prior to the workshop as numbers are limited

- Direct Credit: National Bank of NZ  
Account 06 0101 0779308 00  
(please supply details of remittance)
- Cheque: Payable to Adelhelm & Associates
- Invoice: Please forward your company's purchase number

### Cancellation

75% refund if written cancellation received 10 days prior to workshop. Substitutions accepted.

## Upcoming Workshops:

### Advanced Negotiating with Unions

- 18 & 19 July AUCKLAND

### Negotiating with Unions

- 19 & 20 September CHRISTCHURCH
- 17 & 18 October AUCKLAND

Register online or by email.



## This workshop attended by:

ABB Maintenance, AFFCO NZ, Air Nelson, Air New Zealand, Airways Corporation, AsureQuality, Auckland Council, Auckland District Health Board, AUT University, Auckland Transport, Bluebird Foods, BP Oil New Zealand, Bridgestone New Zealand, Capital & Coast District Health Board, Career Services, Carter Holt Harvey, Chep NZ, Christchurch City Council, Christchurch International Airport, City Park Services, Coca-Cola Amatil, Compass Group, Connetics Limited, Department of Internal Affairs, Douglas Pharmaceuticals, Dimond, Eagle Airways, Eco Maintenance Ltd, Ezibuy (NZ), Firth, Fletcher Aluminium, Fletcher Easysteel, Fletcher Reinforcing, Fonterra Brands, GE Money, Genesis Energy, Gough Group, Golden Bay Cement, Heller Tasty, Holcim New Zealand, Imperial Tobacco NZ, Inland Revenue Department, Integrated Foods, Interislander, IPL Laboratories, James Hardie NZ, KiwiRail, Lincoln University, Lyttelton Port of Christchurch, Mars Petcare, McDonald's Restaurants (New Zealand), MetService, Ministry of Education, New Zealand Fire Service, New Zealand Police, NZ Bus, Pacific Blue Airlines, Pacifica Seafoods (Chch), Pan Pac Forest Products, Pernod Ricard, Placemakers, Porirua City Council, Port of Napier, Postie Plus Group, Rapak Asia Pacific, Safe Air Limited, Schneider Electric (NZ), Siemens (NZ), SKYCITY Entertainment Group, State Services Commission, Stevenson Group, Tasti Products, TBS Corporation, Te Papa Tongarewa Museum of New Zealand, Tegel Foods, The Correspondence School, The New Zealand Refining Company, Toll NZ, Top Energy, Unilever Australasia, Visy PET, Vitaco Health Group, WPI International, WEL Networks.



### Additional Services

Adelhelm & Associates, with offices in Auckland and Melbourne, offers a range of ER services to clients, including strategic and tactical advice as well as practical, hands-on delivery of the following:

- In-company workshops and seminars
- Negotiation team preparation and coaching, prior to and during collective bargaining
- ER & Relationship Audits
- Bargaining strategy and planning
- Strike management and conflict resolution
- Business plan and ER strategy alignment
- Performance and misconduct management

# Negotiating with unions

**21 & 22 March**

**AUCKLAND** Stamford Plaza

**9 & 10 May**

**WELLINGTON** The Museum Hotel



**2012 will see changes to labour legislation. This tilting of collective bargaining power in favour of employers will trigger harsh union reaction. If you're going into CEA negotiations - your strategic and tactical planning will have to be spot on!**

- How can employers best use the new legislation and what are the risks?
- What new tactics will the unions use during bargaining in 2012?
- Although the CPI is coming down - union wage claims are on the up
- How can you develop a new and realistic negotiating culture
- When and how to adjust your bargaining style for tactical gain
- How to modernise and change your old CEA document



## Workshop Content:

### Day 1

#### Negotiating with Unions

Registration 8.15am

Workshop 8:30am - 5.00pm

##### Overview of bargaining principles and practices

- Understanding the internationally accepted ritual of union bargaining
- The latest and most up-to-date traditional and non-traditional bargaining techniques including the highly rated 3D approach
- Bargaining conventions, good faith and legal framework
- The role of individual relationships and collective psychology
- Bargaining objectives and settlement range analysis
- Practical steps to assist you in deciding what your opening position should be, when to make concessions and how to reach settlement

##### Planning and preparation for negotiations

- Practical and essential steps for developing a detailed business case for each bargaining encounter
- What you should include in a bargaining protocol agreement
- Deciding on your negotiation team and how best to prepare the team

##### The power equilibrium and the bargaining process

- How to increase your bargaining power and leverage
- How to assess and analyse the respective power position of both parties
- New techniques for getting the other party to concede to your claims including informal, non-traditional methods

##### Recognising union bargaining tactics and how to counter each

- An overview of more than 30 tactics used by unions in bargaining
- Understanding and recognising the tactics used in wage bargaining
- How to respond to surface bargaining tactics, e.g. where the union creates an illusion of bargaining but does not actually move

### Day 2

#### Negotiating with Unions

Workshop 8:30am - 5.00pm

##### Interpersonal strategies and behaviours for better bargaining outcomes

- Understanding the communication dynamics of collective bargaining
- Analysis of the primary talking and listening behaviours during bargaining
- Awareness and understanding of behaviour variations that can occur during bargaining
- Recognising the four major negotiating styles in collective bargaining
- Identifying your own dominant negotiating style and how to adapt this during bargaining
- Techniques for controlling the negotiation encounter

##### The negotiation encounter (negotiation simulation)

- A highly practical, and realistic negotiation simulation which allows you to test and apply new techniques and learnings in a user friendly environment

Morning & afternoon teas and lunches provided.

##### Workbook

A feature of the workshop is the authoritative workbook issued to attendees. Designed as a comprehensive reference manual, the four-part workbook will serve as a valuable ongoing guide for negotiation planners and leaders.

##### Background

This unique workshop offers an in-depth experience of the most up-to-date international and local techniques for managing the complexities of ER bargaining and has regularly been presented to managers and HR practitioners of prominent companies in NZ. It features individual, confidential feedback and analysis of your personal negotiating profile.

##### Who should attend?

Both novice negotiators, who wish to learn the craft, as well as seasoned and highly experienced advocates who seek new techniques or wish to sharpen up, will benefit from this workshop. The workshop is designed for executives, senior managers, HR and ER practitioners, employment law advisors and line managers responsible for planning, directing or leading negotiations with groups of staff and unions.



## Workshop Leader:

**Fred Adelhelm** has more than 20 years local and international experience as an employment relations and industrial relations specialist and negotiator. Fred has taught negotiating techniques and applied ER to managers of leading New Zealand and Australian companies.



## What past attendees say:

An absolute must for all managers involved in ER. This isn't your typical 'negotiations course'. It's specifically designed around interactions with unions and equips you with the behaviours and knowledge to be successful.

— **HR Manager, Auckland**

The workshop made me realise how much preparation is required before you get to the table. I now understand tactics and the negotiating ritual. Enjoyed it immensely.

— **Manager, Christchurch**

Apart from the opportunity to network with peers, the theory Fred and Anna presented was backed with realistic role plays which enabled us to put the learning into practice right away. My effectiveness as a negotiator will be much improved.

— **HR Manager, Northland**

Very well run course, easy to follow material, relevant role plays and excellent presenter.

— **Operations Manager, Wellington**

