FMCS | FEDERAL MEDIATION & CONCILIATION SERVICE

Collective Bargaining Skills for Teams

Developing Collective Bargaining Skills

Are you prepared with the tools and techniques needed to achieve collective bargaining success in today's challenging environment?

Program Description

Collective bargaining in today's environment is challenging. Economic uncertainties, complex health and pension benefit issues, social media, and influences from external forces often make the collective bargaining process difficult to navigate. Improved negotiation skills can increase your odds of achieving a collective bargaining agreement that meets the needs of both sides.

The Federal Mediation and Conciliation Service (FMCS) assists parties at all stages of the collective bargaining process, from assessing the bargaining relationship, to negotiations and relationship development training, to facilitation, and mediation. All FMCS training programs are developed with the parties and designed to meet their needs, their current relationship, knowledge, and skill level.

Upon completion of this program, participants will be able to identify communications barriers and develop strategies to overcome them. They will improve their understanding of the collective bargaining process and table dynamics, and identify strategies and skills to increase their odds not only for success at the table, but also for a productive labor-management relationship. FMCS experience demonstrates, time and again, that a problem-solving mindset, open communications, respect, trust and transparency are the essential ingredients for productive and mutually beneficial collective bargaining and labor-management relationships.

Agenda

A Negotiation Skills program can cover topics such as:

I. Negotiation Steps
   a. Pre-Negotiations
   b. At the table
   c. Post Negotiations

II. Building Trust and Respect
   a. Foundation of a trusting relationship
   b. How/why trust is violated
   c. Steps to restore trust when 'missteps' occur

III. Collaborative Behavior
   a. Elements of collaboration
   b. Difference between collaboration and consensus
   c. Why collaboration can be challenging

IV. Communication Skills
   a. Why listening is an important tool in negotiations
   b. Techniques for active listening
   c. Understanding emotions and reactions

V. Joint Collection of Facts and Data
   a. Identifying what will be shared and not shared and the transparency of that decision
   b. Managing confidentiality

VI. Role of Social Media in Negotiations
   a. What should labor and management consider with social media communications?
   b. How can social media be used in a positive way?

VII. Influence
   a. Strategies to manage various stakeholders/constituencies
   b. Tactics for effectively influencing others without 'manipulation'

For More Information

For more information about FMCS and its programs, please contact the National Office or visit our website at www.fmcs.gov.

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