

APPROPRIATE DISPUTE RESOLUTION

(1-DAY)

This course develops an awareness of the various options available to people for resolving disputes. It also investigates the most appropriate ways of resolving disputes creatively.



WHERE COURSES ARE HELD

IMSSA has its own training facilities in **Johannesburg, Durban, Cape Town, and Port Elizabeth**. We do however run courses at venues more convenient for parties.

COSTS

IMSSA operates a sliding scale of fees for community, union and management groups. Details on request.

NUMBER OF PARTICIPANTS

Courses are run for a maximum of 12 and a minimum of 10 participants.



WHO TO CONTACT

For more information or to arrange courses, please contact the IMSSA office in your area.

JOHANNESBURG

PO BOX 91082, AUCKLAND PARK 2006
Tel: (011) 482-2390
Fax: (011) 726-6846

DURBAN

7TH FLOOR
STANDARD BANK CENTRE
96 FIRST AVENUE
GREYVILLE 4001
Tel: (031) 309-4315
Fax: (031) 309-4318

CAPE TOWN

PO BOX 15920, VLAEBERG 8018
Tel: (021) 22-1016/7
Fax: (021) 22-1030

PORT ELIZABETH

PO BOX 23492, PORT ELIZABETH 6000
Tel: (041) 56-4875
Fax: (041) 56-3257



INDEPENDENT MEDIATION SERVICE OF SOUTH AFRICA

Education Project

I N D U S T R I A L

D I S P U T E

R E S O L U T I O N

T R A I N I N G



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Donated by: Tanya Venter
www.tokiso.com

IMSSA'S EDUCATION PROJECT

**offers an exciting range of training
programmes in industrial dispute
resolution.**

IMSSA training courses have been developed through **extensive experience** in the field of dispute resolution and ongoing interaction with trade unions and employers.

IMSSA uses the most **advanced adult education technology** to ensure that effective learning takes place. The training is participatory and builds on the experience of the participants.

IMSSA has a **multi-lingual** panel of **trainers** drawn from the ranks of IMSSA's professionally accredited **mediators and arbitrators**.

IMSSA conducts thorough needs analyses to ensure that courses **meet the training needs of participants**. When necessary, courses are tailor-made to ensure your needs are met.

**COURSES ARE DIRECTED AT HUMAN
RESOURCES AND INDUSTRIAL RELATIONS
PERSONNEL, LINE MANAGERS, SHOP
STEWARDS AND FULL-TIME UNION OFFICIALS.**

IMSSA will contract with **individuals** to participate in scheduled programmes.

IMSSA also provides **in-house training** for companies or trade unions. Such courses may be adapted to suit the specific needs of your organisation.



IMSSA TRAINING PROGRAMMES

ARBITRATION TRAINING (4-DAYS)

This course explains arbitration and teaches participants how to decide whether or not to use it, and how to prepare and present cases at arbitration. This includes:

- assessing the merits of a case;
- taking statements;
- leading witnesses;
- cross examining; and,
- presenting opening and closing arguments.

It also deals with the law as it applies to arbitration.



NEGOTIATION AND DISPUTE RESOLUTION (3-DAYS)

The main emphasis of this course is on **negotiating skills** (1 whole day). It also covers:

- problem-solving;
- mediation skills;
- understanding conflict;
- communication; and,
- conflict management skills.

The course can be run for parties jointly or separately.

JOINT DISPUTE RESOLUTION (2 TO 3-DAYS)

This course provides union and management with an understanding of the options available to them for jointly resolving disputes, as well as providing them with the skills to do so more effectively.

CONFLICT MANAGEMENT AND DISPUTE RESOLUTION : CREATING A CLIMATE OF TOLERANCE (3-DAYS)

This course is similar to the Joint Dispute Resolution course but it also focuses on how to deal with political differences in the workplace. It examines specifically:

- different ways of managing conflict;
- effective communication skills;
- problem-solving and mediation; and,
- ways of preventing, managing and intervening in crisis situations on the shop-floor.



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