



# Unit 5 – People and Organisations

Industrial Relations

## Industrial Relations

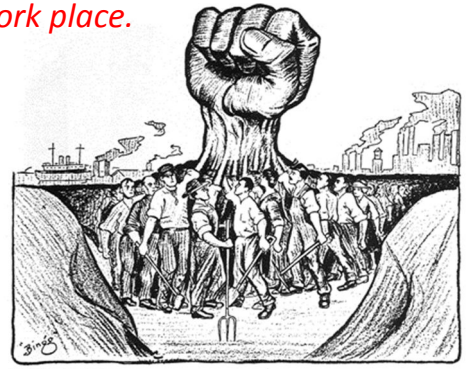
- Describe the work of trade unions
  - Understand the concept of a trade union
  - Show awareness of the benefits that union membership can provide for employees
- Show an awareness of how trade unions can influence business behaviour
  - Use examples to show how business behaviour might be modified in terms of levels of pay and treatment of employees



## Trade Unions – Strength in Numbers

*A TU is a type of pressure group where workers join together to ensure their interests are protected in the work place.*

1. Go to page 233 and copy the definitions of the different types of TU from the yellow box.



Solidarity, June 30, 1917. The Hand That Will Rule the World—Our Big Union.

## Examples of UK Trade Unions

Association of Flight Attendants (AFA)	Association of Teachers and Lecturers (ATL)	Bakers, Food and Allied Workers Union (BFAWU)
Communication Workers Union (CWU)	Fire Brigades Union (FBU)	National Union of Journalists (NUJ)
Prison Officers Association (POA)	Professional Footballers Association (PFA)	Transport and General Workers' Union (T&G)



### What do Trade Unions Do?

**Represent**

Represent & protect interest of employees

**Negotiate**

Negotiate on behalf of employees with employer



### Advantages of union membership

What are the images suggesting?



### Advantages of union membership

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### Single Union Agreements

*Where a firm selects just one trade union (and its members) to deal/negotiate with and no others.*

Choose 3 advantages for both employees and employers of single union agreements from page 235/6.



### Employer Associations

*Groups of employers who join together to deal with trade unions on behalf of their members and represent industry needs to governments.*



### Collective Bargaining

*Where TU representatives negotiate agreements on behalf of their members for improvements in pay and working conditions.*

This can happen on a local or national level.

If an agreement is not made, TUs may resort to 'industrial action'...



### Types of Industrial Action (239-40)

Type of Action	Explanation
Strike	
Picketing	
Work to Rule	
Go Slow	
Non-cooperation	
Overtime Ban	

Once complete, copy the spider-grams on page 241



### Employers' Responses to Industrial Action

Most industrial action results in a drop in productivity, increases in costs and therefore loss of profit and customer satisfaction.

Use page 241 to complete this table...

Business Response	Explanation
Dismiss the workers	
'Lock out'	
Pay freeze	



### More Productive Alternatives

- ▶ No-strike agreements – both trade unions and employers agree to settle disputes without resorting to strikes
- ▶ Consultation – asking for employees’ views about an issue (though the decision still rests with the employer)



### Worker Participation

Getting employees more involved in decision making through...

- ▶ Democratic leadership
- ▶ Quality circles and team ‘problem solving’
- ▶ Works councils, where workers discuss management proposals and feed back

Page 244 – chose 2 advantages and 2 disadvantages



### Solving Conflict



Loss of productivity/profit may also result from

- High absenteeism
- Labour turnover
- Waste levels
- Customer complaints

Management must find ways of avoiding or solving conflict



### Preventing and Managing conflict

Activity 15.6 page 243 (T&G PLC)

What could the workers and employer do to resolve the conflict?



## Preventing and Managing conflict

### Consultation

Where employees views are asked for when a decision that will affect them is going to be made. These may or may not affect the final decision.



## Preventing and Managing conflict

### Worker Participation

Involving specific employees in the decision-making process.

Read page 244 and write brief explanations of...

- ▶ Worker directors
- ▶ Works councils
- ▶ Quality circles
- ▶ Democratic leadership



Then, choose and write down at least one advantage and disadvantage of worker participation.



## ACAS

Think of employers and workers as an unhappy couple...



ACAS will..

- ▶ Be a counsellor, encouraging them to find a solution...
- ▶ Be a divorce lawyer, recommending how the couple divide their things...
- ▶ Be a judge, TELLING them how to divide their things!



## When all else fails...



### ACAS

The Advisory, Conciliation and Arbitration Service.

Financed by the government to provide impartial, free services to solve industrial disputes.

It ...

- provides advice and information
- **conciliates** (talks to both sides and encourages negotiation)
- **arbitrates** (it impartially recommends a solution that BOTH parties agree to be bound to)

