Unit 1:
- Understand the labour relationship and its uniqueness
- External factors that influence the labour relationship
- The Approaches to the relationship

Unit 2:
- Tripartite Relationship
- The role players
- Trade unions classifications
- Trade union objectives
- Howe they achieve their objectives
- Role of the State in regards to IR

Unit 3:
- The role of conflict in collective bargaining
- Sources of Conflict
- Different bargaining styles and structures

Unit 4:
- Causes of Conflict
- Selective Filtration
- Identifying conflict and its causes
- Conflict handling

Unit 5:
- Power in negotiations – different types
- Qualities of a good negotiator
- Preparing for negotiations
Unit 6:
- Dispute settlement
- Types of dispute
- Dispute settlement procedures

Unit 8:
- Effect of HR Function on IR
- Steps in the Grievance process