

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ACADEMIC AFFAIRS

Course Number: MANG 410 Department: Business Administration

Course Title: Labor Relations Semester: Spring Year: 1999

Objectives/Competencies

Course Objective	Competencies
I. Develop a balanced, reality-based perspective of the union-management process.	<ol style="list-style-type: none">1. Given a labor related fact pattern, identify the key issues and concerns for both management and the union.2. Describe the ways in which the labor relations system acts as a check and balance on both union and management activities.3. Based on an analysis of the facts of a labor case study, choose and defend a pro-management or pro-labor position, specifically addressing the arguments most likely to be raised by the opposing side with appropriate counter-arguments.4. Demonstrate specialized knowledge and persuasive communication skills by delivering a ten to fifteen minute oral presentation based on research conducted into one aspect of labor relations in action.

Course Objective	Competencies
<p>II. Create a historical framework within which the present status of the labor relations process can be critically assessed.</p>	<ol style="list-style-type: none"> 1. Identify and briefly describe the primary economic and sociological restraints and drivers affecting labor relations during key periods throughout the twentieth century. 2. Trace the evolution of labor law and its influence on employee and employer rights and responsibilities. 3. Discuss both the historical and emerging roles of women and minorities in the labor market. 4. Describe the primary opportunities and concerns facing labor and management today.

Course Objective	Competencies
III. Understand the roles and responsibilities of labor and management in the organizing and collective bargaining processes.	<ol style="list-style-type: none">1. Outline a strategic plan for organizing workers beginning with the initial identification of employee issues and continuing through the post-election appeals process.2. Describe and distinguish between the lawful and unlawful activities in which management and unions may engage during the course of a union campaign.3. Demonstrate appropriate negotiation techniques in a mock collective bargaining session.4. Identify and discuss the causes and effects of negotiation impasses and strategies for reaching resolution of conflict.

Course Objective	Competencies
<p>IV. Understand the roles and responsibilities of labor and management in contract administration.</p>	<ol style="list-style-type: none"> 1. Describe and discuss the principles and elements of employee discipline, distinguishing between "wrongful discharge" and discipline for "just cause." 2. Identify the steps in the grievance process with special emphasis on the role of the first line supervisor, the union steward, and the arbitrator. 3. Discuss the potential for conflict created by the union's focus on job security versus management's desire for maximum productivity. 4. Explain the methods of determining employee wages and other economic benefits.