

**Western Technical College**

**10116136 Employee and Labor Relations**

**Course Outcome Summary**

**Course Information**

<b>Description</b>	Students will learn the legal requirements of labor and management roles in union and non-union environments. Labor relations topics include the legalities of union certification and decertification, negotiation and administration of labor agreements, strikes, lockouts, mediation, and arbitration. Students will also determine appropriate methods to address employee relations issues such as disciplinary action, investigations, termination, unemployment insurance, and conflict resolution.
<b>Career Cluster</b>	Business Management and Administration
<b>Instructional Level</b>	Associate Degree Courses
<b>Total Credits</b>	3
<b>Total Hours</b>	54

**Textbooks**

*Human Resources BW – Custom Book*. Publisher: McGraw-Hill Publishing Company. **ISBN-13:** 978-1-307-21941-8. Required.

**Success Abilities**

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset
3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability
6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically
8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

**Experiential Learning**

1. Community Based Learning Project

## **Program Outcomes**

1. Examine organizational total rewards programs.
2. Incorporate employment law into business practices.
3. Facilitate effective employee relations.

## **Course Competencies**

### **1. Examine labor movement in United States.**

#### **Assessment Strategies**

- 1.1. Oral Presentation
- 1.2. Written Objective Test (score 70% or higher)

#### **Criteria**

*You will know you are successful when:*

- 1.1. you research assigned topic
- 1.2. you prepare presentation in provided medium
- 1.3. you give oral presentation

#### **Learning Objectives**

- 1.a. Describe the roots of the American labor movement
- 1.b. Compare pros and cons of union membership
- 1.c. Explain the impact of early legislation on the labor movement
- 1.d. Contrast private and public sector labor relations
- 1.e. Articulate make-up and purpose of National Labor Relations Board

### **2. Analyze collective bargaining process.**

#### **Assessment Strategies**

- 2.1. Written Objective Test (score 70% or higher)
- 2.2. Role Play
- 2.3. Written Product

#### **Criteria**

*You will know you are successful when:*

- 2.1. you define steps of collective bargaining
- 2.2. you define bargaining units
- 2.3. you successfully negotiate as a member of labor or management

#### **Learning Objectives**

- 2.a. Describe the jurisdiction of the NLRB
- 2.b. List the criteria used to constitute a rational or appropriate bargaining unit
- 2.c. Explain union structure, including the types and levels of unions
- 2.d. Outline the union organizing process from the initial union contact to the collective bargaining stage
- 2.e. Demonstrate negotiation of a collective bargaining agreement

### **3. Examine wage and salary issues for labor and management.**

#### **Assessment Strategies**

- 3.1. Written Objective Test (score 70% or higher)
- 3.2. Case Study

#### **Criteria**

*You will know you are successful when:*

- 3.1. you recommend possible solutions
- 3.2. you prepare oral response to case study

- 3.3. you identify areas of concern

#### **Learning Objectives**

- 3.a. Identify areas of union and management concern regarding compensation
- 3.b. Define types of compensation systems
- 3.c. Define factors used to determine total negotiated costs of labor

### **4. Examine benefits issues for labor and management.**

#### **Assessment Strategies**

- 4.1. Written Objective Test (score 70% or higher)
- 4.2. Performance - negotiate benefits

#### **Criteria**

*You will know you are successful when:*

- 4.1. you successfully negotiates flexible benefits
- 4.2. you describe why employees would be paid for time not worked
- 4.3. you identify required benefits

#### **Learning Objectives**

- 4.a. Explore negotiated benefits
- 4.b. Identify required benefits
- 4.c. Describe reasons to pay for time not worked
- 4.d. Describe aspects of flexible benefits plans

### **5. Devise proper disciplinary action plans.**

#### **Assessment Strategies**

- 5.1. Written Objective Test (score 70% or higher)
- 5.2. Role Play
- 5.3. Written Product

#### **Criteria**

*You will know you are successful when:*

- 5.1. you successfully rotate through all roles in exercise
- 5.2. you prepare documented verbal warning
- 5.3. you participate in debriefing exercise
- 5.4. you prepare written warning

#### **Learning Objectives**

- 5.a. Outline types of disciplinary action
- 5.b. Compare discipline options for various employee behaviors and conduct
- 5.c. Illustrate steps required for productive investigations
- 5.d. Demonstrate the appropriate steps in the employee termination process

### **6. Construct essential elements of employee handbooks.**

#### **Assessment Strategies**

- 6.1. Written Objective Test (score 70% or higher)
- 6.2. Written Product

#### **Criteria**

*You will know you are successful when:*

- 6.1. you develop a minimum of two features required in a handbook
- 6.2. you list appropriate contents of employee handbook
- 6.3. you write policy clear and concise manner with appropriate grammar, punctuation and spelling

#### **Learning Objectives**

- 6.a. Detail necessary elements of employee handbook
- 6.b. Compose a clearly written employment policy

### **7. Apply conflict resolution skills.**

#### **Assessment Strategies**

- 7.1. Written Objective Test (score 70% or higher)
- 7.2. Self Assessment
- 7.3. Case Study

**Criteria**

*You will know you are successful when:*

- 7.1. you complete self-assessment
- 7.2. you determine personal conflict management style
- 7.3. you defend choices from selected case studies

**Learning Objectives**

- 7.a. Define conflict resolution
- 7.b. Recognize variables that contribute to interpersonal conflicts
- 7.c. Employ empathetic listening skills
- 7.d. Describe conflict resolution strategies

**8. Identify concerns for labor and management.**

**Assessment Strategies**

- 8.1. Written Objective Test (score 70% or higher)
- 8.2. Case Study

**Criteria**

*You will know you are successful when:*

- 8.1. you interpret facts of case study
- 8.2. you examine decisions from arbitrator
- 8.3. you defend responses to questions following case study

**Learning Objectives**

- 8.a. Compare types of job seniority
- 8.b. Explain purpose of seniority lists
- 8.c. Define factors related to job security

**9. Break down investigation process.**

**Assessment Strategies**

- 9.1. Written Objective Test (score 70% or higher)
- 9.2. Written Product

**Criteria**

*You will know you are successful when:*

- 9.1. you identify steps in investigation process
- 9.2. you articulate importance of employee investigation process
- 9.3. you write investigation outline for two scenarios

**Learning Objectives**

- 9.a. Determine when an investigation is needed
- 9.b. Describe steps involved in investigation process
- 9.c. Explain why it is important to conduct investigations effectively

**10. Document effective termination process.**

**Assessment Strategies**

- 10.1. Written Objective Test (score 70% or higher)
- 10.2. Written Product

**Criteria**

*You will know you are successful when:*

- 10.1. you identify pre-termination planning process
- 10.2. you analyze steps in termination process
- 10.3. you write response to unemployment claim
- 10.4. you defend potential reasons for termination

**Learning Objectives**

- 10.a. Explore pre-termination planning
- 10.b. Describe reasons to terminate
- 10.c. Describe steps in termination process
- 10.d. Describe termination documentation
- 10.e. Explore unemployment process