

# Specification of Competency Standards for Human Resource Management

## Unit of Competency

Title	Liaise with managers to resolve industrial relations issues
Code	107074L4
Range	Providing relevant information, support and assistance to managers to resolve industrial issues. This applies to the communication with managers to deal with workplace conflicts at an early stage and minimise labour disputes.
Level	4
Credit	4
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> <li>• Understand the policies and procedures of managing industrial relations issues in the organisation</li> <li>• Understand the views of the union and / or employee representatives on overall employment related issues</li> <li>• Understand background information of every industrial relations case reported</li> <li>• Understand essential skills in managing industrial relations (e.g. arbitration skills, conciliation skills, mediation skills, negotiation skills)</li> </ul> <p>2. Applications and Processes</p> <ul style="list-style-type: none"> <li>• Communicate with managers about their roles, responsibilities and level of authority to handle and settle industrial relations issues</li> <li>• Make reference to similar cases and settlement arrangements adopted in the past when assisting managers to resolve industrial relations issues</li> <li>• Monitor development of the industrial relations issues and provide updates to managers</li> <li>• Search for resolutions or settlement options in compliance with internal policies and employment related ordinances with managers</li> <li>• Communicate with managers about the potential risks of different options in resolving industrial relations issues (e.g. short-term impact on the organisation if the case cannot be settled timely)</li> </ul> <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> <li>• Provide relevant training to managers (e.g. counselling skills) to handle industrial relations issues effectively</li> <li>• Provide assistance and support to managers to maintain open communication with their teams (e.g. manage employees' emotions) to minimise labour disputes</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Provision of information, assistance and support to managers to resolve industrial relations issues in accordance with the relevant human resource policies, procedures and practices.</li> <li>• Execution of two-way communication with managers to resolve the industrial relations issues.</li> </ul>
Remark	