**Promoting Good IR**

1. Paying good Wages
2. Having open communication
3. Building trust and respect
4. Treating staff fairly
5. Having a clear Grievance Procedure.

**Pay Claims**

**Cost of Living Claim -** This is where employees what an increase in wage in line with inflation.

**Comparability Claim -** This is where

employees want similar pay and condition

to worker doing the same job in a

different company.

**Relativity Claim** - This is when one group

of workers want to keep higher pay gap

than another group.

**Productivity Claim** - This occurs when

workers seek an improvement in pay and

condition as a reward for increasing their

output.

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**The Labour Court** - This is a court of Last resort. If the WRC fails to solve a dispute or

a decision is appealed, it will be heard here. It provides an arbitration service by

listening to both side an them given recommendations.

The labour courts

1. Consist of representatives
2. Only get involved
3. Provide and Arbitration service

**Arbitration** - This is when the court listen to both side and then gives recommendation

a solution to solve the dispute. It is not legally binding.

If both parties agree to the recommendation, they will sign the record, and this will be registered at the labour court. Once this is done it is legally binding.

**Workplace Relations commission**

1. Advisory Services
2. Conciliation
3. Meditation
4. Adjudication
5. Inspection
6. Enforcement of Decisions

**Types of Strikes**

**Wildcat strike** - is an unofficial strike where no advance warning is

given to Management but are resolved very quickly.

**Token Stoppages** - involves workers stopping work for a short period

of time to demonstrate their unhappiness with the employer

**Work to Rule -** employee only do their jobs and nothing extra. This

can be frustrating for the employer as the employee are not on full

strike and are entitle to full pay as they are still doing their job.

**Go Slow -** employee only carry out the minimum amount of work that

they can get away with.

**Overtime ban -** This happens when employee refuse to do overtime.

**All out Strike -** All union members are orders to stop working by

ICTU.

serious and is usually followed by Picketing.

**Causes of conflict**

1. Over pay
2. Redundancies
3. working conditions
4. Unfair Dismissal
5. Discrimination of staff.

**Consequences of Strike**

**Business -** Operation and production are disrupted which may result in a fall of sale and profits.

**Employees -** Employee will lose wages and might have to use their saving to help them

**Customers -** Customer will not be able to get their goods and service and might push them to use competitor’s product and service.

**Suppliers -** Suppliers might not have a market for their product and thus may go out of business.

**Investors -** will have a reduction in their dividends as the business has lost potential sales due to the strike.

**Industrial Relations Act 1990**

**Unfair Dismissal Act 1977-2015**

Procedure for dismissing an employee

1. Counselling and advice
2. Formal verbal warning
3. First written warning
4. Employees right of appeal
5. Employer duties and responsibilities
6. Provide employee with written reason of dismissal

2012 Part B

**Key words**

**Redundant -** This occurs when workers are let go from a job because there is not enough work for

them to do.

**Voluntary Redundancy -** This is offered to those who wish to apply for redundancy.

**Compulsory Redundancy -** This arise when employee is not given a choice and must leave.

**Constructive Dismissal -** This means making working condition so difficult that the employee is

Forced to leave their job. This could be given them a Hugh workload.

**Financial Compensation -** This means getting money up to a maximum of 2 years Pay

**Reinstatement** - This means the employee getting their old job back as well as financial compensation

**Reengagement -** This means that the employee is given their own job back

or a similar job in the company but with no financial compensation

**Employment Equality Act 1998 - 2015**

**Discrimination**

Discrimination - This is when one person is treated less favourable than another

It covers job applicants, full and part time employee and customers.

**Dealing with complaints**

Legislative *Non- legislative*

*Groups* 1.Talk to the employer

1. WRC 2. Seek help from the
2. Labour court union

*Individuals*

1. WRC
2. Meditation service