



LEAD CITY UNIVERSITY
Faculty of Social and Management Sciences
Department of Sociology and Psychology

COURSE PARTICULARS

Course Code: PSY 413

Course Title: Psychology of Union Management Relations

No. of Units: 3

Status: Compulsory

Semester: Second

Session: 2016/2017

LECTURER'S DETAILS

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Area of Specialization: Personality and Social Psychology

COURSE DESCRIPTION

Psychology of union management relations is interested in the relationship between management and trade unions, management and union power tactics, management and union conflicts and methods of resolving such conflicts.

COURSE OBJECTIVES

This course is designed to assist students in the following areas:

- understanding the functions of trade unions and management in organizational settings.
- introduction to organizational conflicts, their causes and effects in an organization.
- gaining knowledge of how collective bargaining negotiation is used to resolve organizational conflicts.
- learning how employees and employers' relationship can be improved in the workplace.

LECTURE PLAN

Week	Topic
Week 1	Trade Unions and Trade Disputes.
Week 2	Theoretical Perspectives to Union Management Relations.
Week 3	Nigerian Labour Law.
Week 4	Union and Management Power Tactics.
Week 5	Workplace Diversity.
Week 6	Bargaining and Negotiation.
Week 7	Grievances and Resolution.
Week 8	Psychological Contract.
Week 9	Conflict and Conflict Management.
Week10	Organizations' Appraisal of Performance.
Week 11	Communication in Organizations.
Week 12	Improving Union Management Working Relationship.

ASSESSMENT

Class Attendance 5%

Tests and Assignments 25%

Final Examination 70%

Reading List:

(a)Armstrong, M.(2006).A Handbook of Human Resources Management Practice 10th Edition.

UK;Kogan Page.

(b)Kandola,R. and Fullerton,J. (1994).Managing the Mosaic; Diversity in Action, Institute of Personnel and Development, London.

TUTORIAL QUESTIONS

- 1 (a) Explain trade union, its various types, its importance and functions?
- 2 (a) What do you understand by labour law and what are its sources?
(b) Explain the theoretical perspectives to labour union relations?
(c) What do you understand by trade dispute?
- (3)(a) Describe the various power tactics adopted by unions and employers?
(b) What are the terms used in union management relations?
- 4 (a) Discuss workplace diversity and its characteristics?
(b) What are the obstacles associated with managing diversity and how do organizations handle such?
- 5 (a) Define grievance, differentiate it from complaint and state the causes?
(b) How are grievances resolved and what are the similarities and differences between an arbitrator and a mediator?
- 6 (a) What is psychological contract, distinguish it from legal contract and enumerate its purpose?
(b) Explain how psychological contract developed and state the promises made by both employers and employees in the process?
- 7 (a) Define conflict, types of conflicts and the characteristics of conflicts?
(b) Explain the strategies of conflict management in an organization?
(c) What are the alternative methods of conflict resolution?
- 8 (a) Describe collective bargaining, its objectives and characteristics?
(b) What are the process of collective bargaining and its importance to (i) the employer (ii) the employee (iii) the society?
- 9 Define effective communication and highlight its importance in an organization?

10 (a) Explain the common mistakes usually committed by management and the common challenges faced by unions?

(b) What factors can improve the working relationship of management and union in the workplace?

11 (a) Why do organizations appraise employees performance?

(b) Who is responsible for conducting such appraisal?

12 (a) Describe the objective methods of measuring performance?

(b) Explain the types and structures of organizations?

