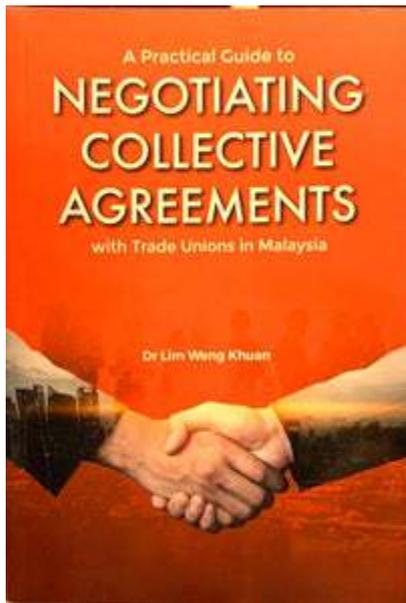


A Practical Guide To Negotiating Collective Agreement with Trade Unions in Malaysia



This practitioner's guide is written differently to provide a hands-on approach in collective bargaining from the preparatory stage till the conclusion of the CA. It has useful templates for salary and benefits survey, and the costing of salary and benefits to ascertain the overall cost impact to the company. This practical guide discusses methodically the whole spectrum of collective bargaining and CA negotiations from a company's perspective. Designed for practitioners, it highlights the characteristics, qualities and attributes of a chief negotiator, how to position the company's 1st counteroffer, test assumptions, manage the final momentum and communicate the final packaged offer to the union. Where a CA ends in a deadlock, it explains the roles and styles employed by conciliators and advocates the importance of leaving behind some bargaining chips for good trading room during conciliation proceedings. It highlights options that companies should consider to mitigate against prolonged picketing by the unions that could escalate into strike actions. After the conclusion of the CA, it reiterates the importance of maintaining an effective and open communications with the trade unions and employees. This is to build rapport, engagement, trust and foster a conducive and harmonious working relationship. In essence, this practical guide talks about promoting a symbiotic relationship with the workers' unions and to explore other viable options where disagreement or conflicts arise

during CA negotiations. The main focus is on the practical, tactical and strategic aspects and actions that need to be deployed by a company's negotiator throughout the CA negotiations, including "behind-the-scenes", leading to an amicable and successful conclusion of a CA. This book is written by a HR professional, armed with 31 years of experience in HR and IR practices in various unionized companies.

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