



FACILITATION

Good Faith Bargaining and Enterprise Bargaining

- Definition** When employers and employees are in conflict about decision making, a neutral party is engaged to facilitate a process of change from conflict to collaboration and decision making. Industrial laws have specific requirements in regard to good faith bargaining. The Facilitator assists the parties to understand the conflict, ensures that all ideas and views are heard and guides the decision making process. The Facilitator will use a range of skills to assist people hear and understand. The Facilitator does not make suggestions as to outcome. The Facilitator may use mediation processes and skills and small group work to facilitate conflict resolution. The Facilitator may assist with the training and capacity building skills that will allow everyone to contribute to outcomes.
- Outcomes** A fair result for workers and management. Improved relationships in the workplace. Innovative and progressive ideas for the future.
- Features** Ideal when despite conflict in the workplace there is a desire to improve relationships. Allows everyone to contribute to resolution as people work together to achieve the best joint solution. Used extensively in collective bargaining and disputes in the workplace, and when large teams need to engage in problem solving but are frozen or hampered by conflict.
- Method** The Facilitator is briefed, usually by the employee “sponsor,” and can assist in deciding how to engage in the discussion. As an outside party guaranteed neutrality by the terms of engagement, the Facilitator might meet with each person or with groups of people to design a way of engaging in the discussions needed to come up with a solution. The Facilitator will assist with the discussion and usually will record outcomes achieved and action lists. Often an iterative process. The Facilitator will make use of mediation tools like private meetings to assist in breaking deadlocks and resolving conflict.