



**DISPUTE
PREVENTION &
WORKPLACE
OUTREACH
DEPARTMENT**

2021

**Database of
available training &
promotional
material**

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DISPUTE PREVENTION & WORKPLACE OUTREACH TRAINING & PROMOTIONAL MATERIAL – 2021

Introduction

The CCMA, through its Dispute Prevention and Workplace Outreach (DP&WO) unit delivers a number of training courses and short presentations to employers, employees, trade unions, employers' organisations and other interested bodies. All training materials are developed by the CCMA's Training Development Unit (TDU) drawing on the skill and expertise of experienced CCMA Commissioners.

This database provides detailed descriptions of available training courses and stand-alone slide presentations and includes the reference code for each item.

A list of available Information Sheets (printed in black and white) and full colour Brochures, is also included.

Should you wish to arrange for any of the training interventions listed in this database or wish to have any of these training materials customised to meet your organisation's specific needs, kindly contact your nearest CCMA Provincial Dispute Prevention and Workplace Outreach representative who will advise you further.

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Table One: Description of available ‘stand-alone’ slide presentations

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|---|-----------------------------|--|-----------------|
| 1) CCMA Guidelines on Misconduct Arbitration | S309-2020-01 | <p>This presentation provides an overview of the CCMA Guidelines on Misconduct Arbitration.</p> <p>The target group for the course includes, but is not limited to, employer and employee representatives who participate in arbitration proceedings.</p> | Half-day |
| 2) Discrimination and sexual harassment in the workplace | S509-2021-01 | <p>This presentation covers:</p> <ul style="list-style-type: none"> • The need for employment equity; • Unfair discrimination; • Equal pay for equal work (as a specific form of discrimination); and • Sexual harassment (as a specific form of discrimination). | 1 day |
| 3) Dealing with sexual harassment as a form of unfair discrimination at the workplace | S510-2021-01 | <p>This slide presentation is designed to focus on sexual harassment within the workplace, providing users with an overview of the following –</p> <ol style="list-style-type: none"> a) What is sexual harassment? b) Why sexual harassment is dealt with under the EEA. c) The Code of Good Practice on the handling of sexual harassment cases in the workplace. d) How to deal with sexual harassment in the workplace. e) Dispute resolution. f) Case law. g) Remedies. <p>The target group for the course includes, but is not limited to, trade union shop stewards and officials, HR/IR managers and employer's organisation officials.</p> | 1 day |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|---|-----------------------------|---|-----------------|
| 4) International Agencies, the CCMA and Labour Law in SA | S514-2020-01 | <p>This presentation covers:</p> <ol style="list-style-type: none"> 1. The constitutional right to fair labour practice 2. The purpose of the Labour Relations Act 3. The role and powers of the CCMA 4. Who is an employee / employer for purposes of the Labour Relations Act? 5. The rights of employees, employed in South Africa 6. The obligations of Missions in South Africa in relation to employment law 7. The South African labour dispute resolution path, different stages thereof, and the factors impacting on each stage. | Half-day |
| 5) Workplace Forums | S516-2016-01 | This presentation explores the definition of a workplace forum, how it is established, and its functions. | 2 hours |
| 6) Improvement and Transformation of Workplace Relations – promotion of CCMA intervention | S521-2021-01 | <p>This presentation provides an overview of the various capacity-building interventions that form part of the “Workplace Transformation” package. These interventions include:</p> <ol style="list-style-type: none"> 1. Building Workplace Relations (BWR) 2. Managing Conflict in the Workplace (MCW) 3. Effective Negotiation Skills (ENS) | 2-3 hours |
| 7) Who may represent Workers at the CCMA? | S523-2016-01 | <p>This presentation focusses on CCMA Rule 25 which sets out who may represent parties at CCMA hearings. Includes the following -</p> <ol style="list-style-type: none"> 1. Introduction 2. Overview of conciliation, arbitration and con-arb hearings 3. Representation at conciliation hearings 4. Representation at con-arb and arbitration hearings 5. Representation at facilitation processes (s189A of the LRA) 6. Representation by ‘others’, including advice offices | 2-3 hours |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|---|-----------------------------|--|-----------------|
| 8) Preparing and Conducting disciplinary hearings | S525-2017-01 | <p>This presentation provides an overview of what is required when preparing for and conducting disciplinary hearings. The content includes the following:</p> <ol style="list-style-type: none"> 1. The goal of discipline: An overview 2. The preparatory stage 3. Conducting a hearing 4. Post hearing issues | Half – 1day |
| 9) Code of Good Practice: Dismissal Schedule 8 of the LRA | S526-2017-01 | This presentation provides the legislative framework for dealing with dismissals fairly in terms of the Code of Good Practice (Schedule 8) of the LRA. It also outlines the difference between misconduct and incapacity. | Half-day |
| 10) Understanding the CCMA and its processes | S527-2020-01 | This presentation aims to make users aware of the CCMA, its different processes, how the CCMA aims to uphold fair labour practices, and pointers on how to ensure a positive outcome when attending a hearing. | Half-day |
| 11) Dealing with Equity in the Workplace | S528-2020-01 | <p>This material has been designed with the SA workplace in mind and focusses on areas such as barriers to effective diversity management, understanding one's own prejudice; diversity and communication patterns, etc.</p> <p>The aim is to contribute towards a spirit of tolerance and acceptance of diversity in the workplace and to help individuals to understand the negative impact that prejudice and intolerance may have on workers and the workplace as a whole.</p> | 1 day |
| 12) An overview of closed shop agreement: S26 of the LRA | S532-2021-01 | High-level overview of the nature of closed shop agreements, including the requirements for the conclusion of closed shop agreements, how they function within a workplace, and the requirements for termination of such agreements. | Half-day |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|---|-----------------------------|--|-----------------|
| 13) The Temporary Employee-Employer Relief Scheme (TERS) for users of the scheme | S533-2020-02 | An overview of the key aspects of the TERS scheme and how it works, the CCMA's holistic approach, the assistance provided to businesses in distress and a step-by-step guide for initiating the process. | 1 hour |
| 14) SA's current unemployment situation: How the correct application of s189A & 189 of the LRA can assist parties | S534-2021-01 | The presentation explores - <ul style="list-style-type: none"> • Employment v unemployment • Statistical trends noted within the CCMA; • Incidence of s189A and 189 referrals • Evolution of the CCMA's roles and responsibilities • Key elements of the CCMA's business/job saving strategy. | Half-day |
| 15) Unfair Discrimination - Racism | S535-2017-01 | This presentation provides an overview of unfair discrimination and the legislative provisions before it focuses on racism as a prohibited ground and its associated dispute resolution steps. | Half day |
| 16) CCMA Rule 25 – Representation before the CCMA | S536-2020-01 | This short presentation takes a closer look at Rule 25 and what to consider when considering who is allowed to represent a party in terms of this Rule. | 1-2 hours |
| 17) An overview of the 2015 amendments to S198 of the LRA | S538-2017-02 | An overview of the amended section 198 of the LRA and the rationale for the amendments. | 2 hours |
| 18) An overview of the Skills Development Act No 97 of 1998, as amended | S539-2017-01 | This presentation provides a background to the development of the Act, the establishment of SETAs and how disputes about learnerships may be handled. | Half-day |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|--|-----------------------------|--|-----------------|
| 19) Discrimination through case law | S544-2018-01 | An overview of case law linked to cases of unfair discrimination. | Half-day |
| 20) The role of Trade Unions in addressing corruption and poor management | S546-2018-01 | This presentation focusses on corruption in the workplace, how poor management exacerbates this, and also provides an overview of the Protected Disclosures Act. | 2 hours |
| 21) Organisational Rights | S547-2021-01 | This presentation explores how the 2014 LRA amendments impacts on the acquisition of organisational rights. | Half-day |
| 22) Conducting Disciplinary Inquiries and participating in CCMA dispute resolution processes | S549-2020-01 | A high-level overview of the key requirements for substantive and procedural fairness when conducting disciplinary hearings at the workplace and in the statutory dispute resolution process. [See M568 and S568 – Initiating and Conducting Disciplinary Inquiries under Training Materials – 3-day training] | 1 day |
| 23) Gender-based violence in the workplace | S550-2021-01 | This presentation looks at the ILO Convention on Gender Based Violence. It also provides an overview of dispute resolution and dispute prevention options, and EEA referrals to the CCMA | Half-day |
| 24) Equity and fairness in workplace transformation. | S552-2018-01 | This presentation provides an overview of equity and fairness in the workplace and discusses selected relevant case law. | Half-day |
| 25) Dispute Resolution Processes: Conciliation, Arbitration and Con-Arb | S554-2021-01 | The various CCMA dispute resolution processes are discussed. | 1-2 hours |
| 26) Dealing with harassment in the workplace | S555-2021-01 | The presentation develops an understanding of harassment within the constitutional and legislative context, and discusses steps on how to deal with harassment in the workplace. | Half-day |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|--|-----------------------------|--|-----------------|
| 27) Unfair Labour Practice Disputes | S558-2021-01 | This presentation helps users to understand the different types of unfair labour practice disputes that may be referred in terms of the Labour Relations Act. It also addresses the different remedies that are available to employees who have been subjected to an unfair labour practice. | Half-day |
| 28) Overview of small- and large-scale retrenchments | S559-2020-01 | <p>This presentation covers:</p> <ul style="list-style-type: none"> • The statutory frameworks relating to dismissals for operational requirements. • The rights, obligations and duties of both the employer and employee in relation to dismissals for operational requirements. • Key legal principles applicable to dismissals for operational requirements. • The differences between small and large-scale dismissal for operational requirements. • The process of facilitation and how to apply for facilitation. | Half – 1 day |
| 29) Dealing with bullying and sexual harassment as forms of discrimination | S560-2021-01 | This presentation looks at unfair discrimination within the constitutional and legislative context with special emphasis placed on bullying and sexual harassment as a form of unfair discrimination. It also provides guidance on how to deal with unfair discrimination in the workplace. | Half-day |
| 30) Overview of Assign Services and Piet Wes Civils cases | S564-2018-01 | <p>The purpose of this presentation is to provide a high-level overview of the following two judgments:</p> <ul style="list-style-type: none"> • <i>Assign Services (Pty) Ltd v National Union of Metalworkers of South Africa and Others</i>: CCT194/17. • <i>Piet Wes Civils CC & another v Association of Mineworkers and Construction Union (AMCU) & others</i>: JA37/2017 | Half-day |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|--|-----------------------------|---|-----------------|
| 31) Disability discrimination in the workplace | S565-2021-01 | <p>This presentation serves to provide an overview of –</p> <ul style="list-style-type: none"> • What constitutes a disability • The law and disability • The Code of Good Practice on Employment of Persons with Disabilities • Barriers in the workplace • Accommodation of disabled persons in the workplace • Dispute Resolution options and remedies | |
| <p>32) Overview of the Constitutional Court judgment in <i>Assign Services (Pty) Limited v National Union of Metalworkers of South Africa and Others</i></p> <p>Section 198A of the LRA.</p> | S569-2018-01 | <p>This presentation provides an in-depth look at the Constitutional Court judgment in <i>Assign Services (Pty) Limited v National Union of Metalworkers of South Africa and Others</i> (CCT194/17) [2018] ZACC 22; [2018] 9 BLLR 837 (CC); (2018) 39 ILJ 1911 (CC); 2018 (5) SA 323 (CC); 2018 (11) BCLR 1309 (CC) (26 July 2018).</p> | Half-day |
| 33) An overview of some forms of discrimination | S571-2018-02 | <p>This presentation provides an overview of Discrimination, Sexual harassment, Racism and Workplace bullying. It also provides guidance on Dispute resolution and applicable case law.</p> | Half – 1 day |
| 34) National Minimum Wage Act – Advocacy presentation | S578-2021-01 | <p>This short presentation provides a brief look at the National Minimum Wage Act</p> <p>Please note that there is:</p> <ul style="list-style-type: none"> • a full-day training available (see M327 and S327 under Training Materials) • a full-colour brochure B853 and B868 (double-sided) to hand out at an advocacy event. | 1-2 hours |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|--|-----------------------------|---|-----------------|
| 35) CCMA BUSA Webtool | S580-2021-01 | Overview of the CCMA/BUSA Labour Advice Web Tool for Small Business and how to utilise it. | 1-2 hours, |
| 36) Managing Incapacity (ill health, injury and poor work performance) | S581-2021-01 | The presentation provides an overview of the following: <ul style="list-style-type: none"> • Understanding incapacity • Dealing with poor work performance • Managing incapacity resulting from ill health or injury • Managing incapacity resulting from incapacity • Case Law | Half – 1 day |
| 37) Prevention unfair discrimination linked to the Covid-19 pandemic. | S595-2020-01 | This presentation sets out the rights of employees to be protected from forms of unfair discrimination linked to the Covid-19 pandemic. It sets out the law relating to unfair discrimination and applies it to the context of managing the Covid-19 pandemic in the workplace. | 2 hours |
| 38) An overview of the CCMA Covid-19 Directives (accessing the CCMA and its processes) | S596-2020-01 | This presentation provides an overview of the CCMA's Directives on accessing the CCMA and its processes during the Covid-19 pandemic. It provides an overview on alternative ways in which conciliation, <i>in limine</i> , and arbitration hearings may be heard during the pandemic. Focus is placed on online hearings and the requirements and protocols surrounding these. | 1-2 hours |
| 39) Rules of Evidence | S597-2020-01 | The purpose of the presentation is to provide an overview of the Rules of Evidence. It includes an overview of types of evidence, the rules of evidence as these apply to arbitration hearings, general rules of admissibility and standard of proof. | Half – 1 day |

| Name of presentation | TDU Catalogue serial number | Brief description of the course / presentation | Course duration |
|---|-----------------------------|---|-----------------|
| 40) Workplace Mediation: An overview of the process | S599-2021-01 | This presentation provides an <u>overview</u> of the CCMA's workplace mediation skills training course. It serves to assist users to determine whether or not to participate in the full Workplace Mediation Skills training programme. | Half-day |
| 41) Statutory Leave – rights and responsibilities | S600-2021-01 | Statutory rights pertaining to leave. The presentation also sets out the rights and obligations of both employers and employees when applying these rights. | 2 hours |

Table Two: Description of available Training Materials

| Course | TDU Catalogue Serial number | Brief description of the course / presentation | Course duration |
|---|--|--|----------------------------|
| 1) The amended CCMA Rules and Referral Forms | M304-2020-02 S304-2020-01 | The purpose of the training is to provide an overview of the amendments to the CCMA Rules which came into effect on 1 January 2019 and March 2020. | Half – 1 day |
| 2) Organisational Rights training for Labour Dispute Resolution Practitioners | M306-2021-01 S306-2021-01 | <p>A specialist course that discusses the key aspects relating to acquiring organisational rights in the workplace. The course content includes the following –</p> <ul style="list-style-type: none"> a) The constitutional and legislative framework. b) Introduction to the 2014 amendments. c) Organisational rights in detail (theory and practice). d) Applicable case law. e) Acquiring organisational rights. f) Dispute resolution related to organisational rights. <p>The target group for the course includes trade union shop stewards and officials, HR/IR managers and employer's organisation officials.</p> | 2 days |
| 3) National Minimum Wage Act and the 2018 Statutory Amendments | M327-2021-01 S327-2021-01 | In-depth overview of the National Minimum Wage Act and amendments to the BCEA, LRA and Code of Good Practice: Collective Bargaining, Industrial Action and Picketing. | 1 day |

| Course | TDU Catalogue Serial number | Brief description of the course / presentation | Course duration |
|--|--|--|--------------------|
| 4) Preparation for and Representation of Parties at Arbitration Hearings | M501-2018-02 S501-2018-01 B864-2018-01 | <p>This course includes 'best practice' messages for representatives when preparing for and representing parties at arbitration hearings. The material covers the process of gathering and presenting evidence at arbitration hearings, as well as the relevant functions that representatives need to perform during the various phases of an arbitration hearing.</p> <p>The target group for the course includes trade union officials, HR/IR managers and employer's organisation officials.</p> | 3 days |
| 5) Equal pay for work of equal value | M505-2018-02 S505-2018-02 | <p>This is a specialised presentation that focusses on the equal pay for work of equal value provisions in the EEA, the Code of Good Practice on Equal Pay for Work of Equal Value, case law and the EE Regulations of 1 August 2014.</p> <p>The target group for the course includes trade union shop stewards and officials, HR/IR managers and employer's organisation officials.</p> | 1 day |
| 6) Dealing with Retrenchments | M507-2021-01 S507-2021-01 | <p>A specialist course that deals with the following aspects related to the retrenchment process:</p> <ul style="list-style-type: none"> a) International and local statutory context. b) Dismissals for operational requirements. c) Substantive fairness. d) Meaningful joint consensus seeking process. e) Small and large scale retrenchments. f) Facilitation – the holistic integrated approach. g) Post facilitation activities. <p>The target group for the course includes trade union shop stewards, officials, HR/IR managers and employer's organisation officials.</p> | 3 days |

| Course | TDU Catalogue Serial number | Brief description of the course / presentation | Course duration |
|--|--------------------------------|--|--------------------|
| 7) Managing misconduct-related discipline in the workplace | M508-2016-01 S508-2016-01 | This course explores- <ul style="list-style-type: none"> • The definition of misconduct and the goals of discipline; • The distinction between misconduct and incapacity dismissals; • The Code of Good Practice: Dismissal; • Procedural fairness in Disciplinary hearings; • Substantive fairness in Disciplinary hearings; and • Conducting a formal disciplinary hearing. | 1 day |
| 8) Management of Workplace Discipline and Incapacity for CCMA Users | M513-2020-01 S513-2020-01 | This course material includes a preventative and a rights-based focus on procedural and substantive fairness associated with managing workplace discipline and incapacity. The target group for the course includes trade union shop stewards, officials, HR/IR managers and employer's organisation officials. | 2-3 days |
| 9) How to use the CCMA and the Law – Best practice resource manual for advice offices and shop stewards. | M515-2021-01 S515-2021-01 | This training course provides an overview of the SA dispute resolution system regarding workplace issues. This includes an overview of the dispute resolution structures, the labour statutes as well as some of the key disputes that get referred to the CCMA and bargaining councils. The course content includes theory and practical exercises. The target audience for this course is advice offices and shop stewards (entry level). | 3 days |
| 10) Dealing with Unfair Discrimination in the Workplace | M522-2019-01 S522-2018-01 | This more in-depth specialist training material includes the following: <ul style="list-style-type: none"> a) An overview of unfair discrimination (includes diversity awareness raising, sensitivity associated with diversity and prejudice, and a soft skill component). b) The legal framework applicable to unfair discrimination disputes. c) Equal pay for work of equal value. | 3 days |

| Course | TDU Catalogue Serial number | Brief description of the course / presentation | Course duration |
|---|--|--|--------------------|
| | | <p>d) Sexual harassment as a form of unfair discrimination. e) The CCMA hearing (conciliation and arbitration of unfair discrimination disputes).</p> <p>The target group for the course includes trade union officials, HR/IR managers, employer's organisation officials and practitioners who may represent parties at internal hearings and at the CCMA.</p> | |
| 11) Regulation of non-standard employment - Section 198A-D of the Labour Relations Act | M524-2021-01 S524-2021-01 | <p>A specialist course dealing with the key amendments to section 198 of the LRA. The material provides an overview and an interpretation of the content of sections 198A, 198B, 198C and 198D.</p> <p>The target group for the course includes trade union officials, HR/IR managers and employer's organisation officials.</p> | 2 days |
| 12) Dealing with Diversity in the workplace | M530-2017-01(P) M530-2017-01(F) S530-2017-01 | <p>This course explores the meaning we attach to diversity. It involves the exchange of experience through personal and work stories with a view to developing behaviours and actions that value difference.</p> <p>It references this discussion to the Right to Equity as contained in the Bill of Rights of the Constitution, as well as the Prohibition of Unfair Discrimination contained in the EEA.</p> | 1 day |
| 13) Overview of the Code of Good Practice: Collective Bargaining, Industrial Action and Picketing and the related Amendments to the Labour Relations Act | M531-2018-01 S531-2018-01 | High-level overview of the Code of Good Practice: Collective Bargaining, Industrial Action and Picketing and the related amendments to the LRA. | Half – 1 day |
| 14) The Basic Negotiation Skills 1-day workshop | M540-2019-01 S540-2019-01 F540-2019-01 | The purpose of this 1-day workshop is to develop effective negotiation skills for employer and labour negotiators in both the public and private sectors. It aims to assist parties to gain a better understanding of the context for collective bargaining and the negotiating process. | 1 day |

| Course | TDU Catalogue Serial number | Brief description of the course / presentation | Course duration |
|---|--------------------------------|---|--------------------|
| 15) Understanding and applying affirmative action measures – Employment Equity Forum training | M563-2019-01 S563-2018-01 | This course was designed for workplace Employment Equity Committees. It includes an overview of the legal requirements for such Committees and application of the law. | 1 day |
| 16) Picketing Rules | M566-2018-02 | This course serves to provide an understanding of: <ul style="list-style-type: none"> the right to picket and the purpose of picketing in terms of section 69 of the Labour Relations Act; the amendments to s 69; the need for Picketing Rules; the procedure to be followed where a dispute arises in respect of an alleged undermining of the right to picket; and provides an opportunity to consider the potential advantages and disadvantages of negotiating a collective agreement regulating picketing. | 1 day |
| 17) Initiating and Conducting Disciplinary Inquiries for Users | M568-2019-03 S568-2019-03 | This resource guide is designed to provide brief, but key information on- <ul style="list-style-type: none"> The role of the initiator in investigating allegations made against one or more employees; the requirements for a meaningful investigation into misconduct cases; how to formulate allegations that match the misconduct concerned; pre- disciplinary inquiry steps to follow; and procedural and substantive fairness in misconduct cases. | 2-3 days |

| Course | TDU Catalogue Serial number | Brief description of the course / presentation | Course duration |
|---|--------------------------------|---|--------------------|
| 18) How to use the CCMA and the Law – Best practice resource manual for CCMA users. | M591-2021-01 S591-2021-01 | <p>This training course provides a more in-depth overview of the SA labour dispute resolution system, dispute resolution structures, labour statutes as well as some of the key disputes that get referred to the CCMA and bargaining councils.</p> <p>The target audience for this course includes shop stewards, union officials, officials from employers' organisations, HR/IR offices, and other interested members of the public.</p> | 3 days |

Table Three: Workplace Transformation Interventions

| Intervention | TDU Catalogue Serial number | Brief description of the intervention | Intervention duration |
|---------------------------------------|--|--|--|
| 1. Effective Negotiation Skills | M511-2019-01 S511-2019-01 B861-2018-01 F511-2019-01 | <p>The purpose of this course is to develop and improve practical skills in negotiation and to gain applicable negotiation theory to better understand:</p> <ul style="list-style-type: none"> • The SA socio-economic and political context for negotiations / collective bargaining. • The development of conflict and disputes (the conflict path and the circle of conflict). • The different approaches to managing conflict. • Personal styles of conflict engagement • The range of dispute resolution processes available. • The pre-negotiation planning and preparation process. • The mandate seeking stage. • Best negotiation practice. <p>Target audience:</p> <ul style="list-style-type: none"> • Employer & Trade Union Negotiators / Negotiation Teams / Parties • Sectors where there are multi-party negotiations | 3 days |
| 2. Managing Conflict in the Workplace | M517-2019-01 S517-2018-01 F517-2018-01 | <p>The purpose of this training course and intervention, which takes the form of a workshop and a project thereafter, is to empower participants to effectively manage conflict both at an individual and organisational level.</p> <p>It provides participants with overview of the nature of conflict, the path that conflict follows and different aspects of conflict. This is followed</p> | 3 days plus post training engagement |

| Intervention | TDU Catalogue Serial number | Brief description of the intervention | Intervention duration |
|---------------------------------|--|---|---|
| | | by an exploration of how to manage and resolve conflict. A six-month period is allowed between the finalisation of the training and the second session whereby feedback is required on progress. | |
| 3. Building Workplace Relations | M518-2016-02P M518-2016-01F B857-2018-01 | The focus of a BWR intervention (this is not a training course) is on building relations in the workplace between all role players involved. The interventions are intended to assist parties that are in conflict, or at loggerheads to build workplace conducive relations and then to design and implement processes to achieve the desired outcome. | 1 day - Scoping process; 2 days BWR Facilitated process; Subject to the identified needs of the parties |
| 4. Workplace Mediation Skills | M570-2018-02 | This training aims to give an overview of the process of workplace mediation towards building conflict resolution skills within the workplace. (See overview of workplace mediation skills presentation CCMA-S599-2021-01) | 5 days |

Table Four: Information Sheets (I) and Colour Brochures (B)

| REF CODE | INFORMATION SHEETS & BROCHURES |
|--------------|--|
| I801-2020-01 | CCMA Fees and Costs |
| I802-2018-01 | Inquiry by Arbitrator |
| I803-2018-01 | Poor Work Performance |
| I804-2018-01 | Equal Pay for work of Equal Value |
| I805-2018-01 | Retrenchment in terms of Section 189A of the LRA |
| I806-2018-01 | Unfair Labour Practice and Unfair Dismissal Disputes |
| I807-2020-01 | Arbitration |
| I808-2020-01 | CCMA Rules – What the public needs to know |
| I809-2021-01 | Conciliation and Arbitration (Con-Arb) |
| I810-2018-01 | Employee v Independent Contractor |
| I811-2021-01 | Employment Equity in the Workplace |
| I812-2018-01 | Misconduct |
| I813-2018-01 | Rescission and Variation Applications |
| I814-2018-01 | Review applications in terms of Section 145 of the LRA |
| I815-2018-01 | Section 198A-D of the Labour Relations Amendment Act, 2014 (Non-standard employment) |
| I816-2018-01 | Sexual Harassment |
| I817-2019-01 | Unilateral Changes |
| I818-2018-01 | Termination of Employment |
| I819-2018-01 | Constructive dismissal |
| I820-2020-01 | Conciliation |

| REF CODE | INFORMATION SHEETS & BROCHURES |
|--------------|---|
| I821-2018-02 | Discrimination |
| I822-2018-01 | Organisational Rights |
| I823-2018-01 | Transfer of Contracts of Employment |
| I824-2021-01 | Unfair Labour Practice Disputes |
| I825-2018-02 | Enforce of Arbitration awards in accordance with Section 143 of the Labour Relations Act 66 of 1995 |
| I826-2021-01 | Compensation for Occupational Injuries and Diseases (COIDA) |
| I827-2018-01 | Collective agreements |
| I828-2018-02 | Written Particulars of Employment |
| I829-2018-01 | Desertion |
| I830-2018-01 | Disciplinary procedures |
| I831-2018-01 | Drunkenness and drug-induced conduct on duty |
| I832-2018-01 | Harassment |
| I833-2018-02 | Ill-Health or Injury |
| I834-2017-01 | Guidelines for dismissal due to Ill Health |
| I835-2018-01 | Insolvency and Liquidation (Winding up) |
| I836-2018-02 | Ministerial Determinations |
| I837-2018-01 | Pension Funds Adjudicator |
| I838-2021-01 | Leave |
| I839-2018-01 | Polygraph Testing |
| I840-2018-02 | Maternity Benefits |
| I841-2018-01 | Small-scale Retrenchments |
| I842-2018-02 | Skills Development in the Workplace |

| REF CODE | INFORMATION SHEETS & BROCHURES |
|--------------|---|
| I843-2018-02 | Working Time |
| I844-2018-01 | Promotion of Access to Information Act |
| I846-2018-01 | Probation |
| I847-2019-02 | Essential Services - Designations |
| I848-2018-02 | Maternity Rights |
| I849-2018-01 | Unfair Dismissal Disputes |
| I850-2018-01 | Late Referrals-Condonation Applications |
| I851-2018-01 | Short Time Work |
| I852-2021-01 | Essential Services Applications, Investigation and Dispute Res. |
| I853-2021-01 | National Minimum Wage |
| I854-2019-02 | Overview of the Amendments to the BCEA |
| I855-2018-01 | Overview of the COGP: Coll Barg, Ind Action, Picketing Rules |
| I856-2019-02 | Overview of the Amendments to the LRA |
| B857-2018-01 | BWR Brochure |
| B858-2014-01 | CCMA Processes Brochure |
| B859-2012-01 | Outreach Brochure (DMP) |
| B860-2019-01 | Dealing with Job Insecurity Brochure (includes TERS) |
| B861-2016-01 | Effective Negotiation Skills |
| B862-2016-01 | Dealing with Retrenchment Brochure |
| B863-2016-01 | TDU Brochure |
| B864-2018-01 | Prep & Rep brochure |
| I865-2018-02 | Balloting of members |

| REF CODE | INFORMATION SHEETS & BROCHURES |
|--------------|--|
| B866-2018-01 | CCMA Careers brochure |
| I867-2018-01 | Picketing and Picketing Rules |
| I868-2021-01 | National Minimum Wage Act Exemption Regulations |
| B869-2021-01 | CCMA Amendments booklet - full colour 16pp |
| B870-2019-01 | CCMA Publicity Brochure |
| B871-2020-01 | CCMA CONNECT Brochure - trifold double sided |
| B872-2020-01 | CCMA Annual Labour Conference booklet - full colour 24pp |
| I873-2020-01 | COVID-19 Options available to access the National Disaster Benefit Programme |
| I874-2020-01 | Discrimination related to COVID 19 |
| I875-2020-01 | TERS |
| I876-2021-01 | BCEA Section 73A claims |
| B877-2021-01 | Gender Based Violence in the Workplace |