

# Frequently Asked Questions

**Course Title:** Understanding Federal Labor Relations

**Course #:** 4981

**Duration:** 1 Day

**Delivery Method:** Instructor-led online (synchronous)

**Alternative Delivery Methods:** Instructor-led live classroom

## 1. What business or organizational need does this course address?

Build a foundational understanding of the key concepts that shape labor and management relations in the federal workplace. In this informative and practical course, you will explore the evolution of labor relations, the role of unions, and the dynamics between employees and management. Through guided discussion and real-world examples, you will gain insight into collective bargaining processes, including how memoranda of understanding (MOUs) are developed and negotiated. You'll also learn how to recognize and navigate unfair labor practices, grievances, and the alternative dispute resolution (ADR) and appeals systems that support fair outcomes.

## 2. Who should attend?

This course is designed for all federal human resources professionals who are seeking to refresh their current skills and learn new skills in labor and management relations.

## 3. What will I learn how to do in this course?

- Explore how labor-management principles, laws, and acts have affected labor relations throughout history
- Analyze the foundations of negotiation and how negotiation relates to the collective bargaining process
- Examine types of disputes and delve into the alternative dispute resolution and appeals processes

## 4. What kinds of activities are included in this course?

No Information Available.

## 5. Are there prerequisites for this course?

Suggested:

- [Introduction to Federal Human Resources \(HR\)](#)
- [Federal Human Resources \(HR\) Functions](#)

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## 6. Do I have to complete any prework for the course?

There is no prework required for this course.

## 7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

## 8. Does this course count for credit toward a Management Concepts Certificate Program?

This is an elective course in the following program(s):

- [Human Resources Certificate Program](#)

## 9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 8

NASBA Field of Study: Personnel/Human Resources

NASBA Level: Basic

CEUs: 0.6

PDU: 7

CLPs: 8

## 10. What course(s) do you recommend after I complete this course?

- [Getting Efficient: Optimizing HR Operations](#)
- [Exceptional Customer Service in Federal HR](#)

## 11. What are Additional Features?

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).