

UNIT 1			
Resolving conflict in the workplace			
1. Explain the term industrial relations			
2. Understand the importance of positive industrial relations in the workplace			
3. Identify and explain areas of conflict in business			
4. Identify and describe the different types of industrial action			
5. Outline the impact of industrial relations action on business stakeholders			
6. Describe non-legislative methods of resolving industrial relations conflict			
7. Identify and explain legislative methods of resolving industrial relations conflict			

Additional information I might need to know

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