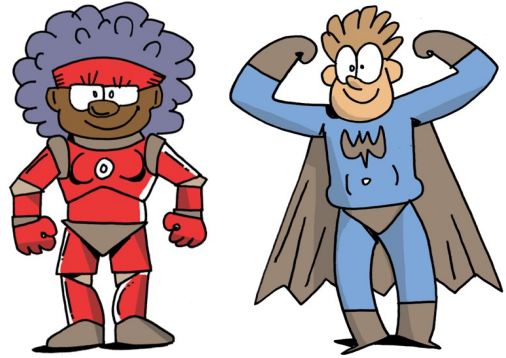


## case study management conflict



### objective of the activity

To explore the nature of conflicts within European Works Councils.

### introduction

On the agenda of the plenary meeting of a European Works Council of a company with head office in the Netherlands, there is a point of information from management concerning the new strategy for the Group.

During the coffee break, right before the theme will be dealt with, the HR-manager tells the representative of the European Trade Union Federation, who has a permanent expert seat in the EWC, that he is gently asked to leave the meeting. The discussion is regarded as strictly confidential, which means that only Group employees are allowed. Pretty soon, it appears that the non-union members, who make up about 1/3 of the employee representatives in the European Works Council, agree with this point of view.

### task

How should the EWC respond to this situation? Determine your step-by-step strategy and communication:

- towards management ;
- towards the employee representatives ;
- towards the European Trade Union Federation.

Having in mind what the Chairman / Select Committee / the Trade Union Coordinator should do specifically