

HANDOUT PREPARED AND PRESENTED

BY

EVANGELIST (COMRADE) LEKE SUCCESS, JP

**TOPIC: EFFECTIVE COMMUNICATION SKILLS FOR TRADE UNION OFFICERS
IN NIGERIA: CATALYST FOR INDUSTRIAL PEACE AND HARMONY**

**THEME: EXPLORING THE KEY ISSUES IN INDUSTRIAL RELATIONS PRACTICES
AND THEIR POTENTIAL IMPACTS ON FOSTERING HARMONIOUS
MANAGEMENT/UNION RELATIONS. A CASE STUDY OF THE
HOSPITALITY AND CATERING INDUSTRY**

VENUE: ROLAK HOTEL & SUITE, IMOWO, IJEBU-ODE, OGUN STATE

DATE: SEPTEMBER 29TH – 1ST OCTOBER, 2025

ORGANIZED

BY

NATIONAL UNION OF HOTELS AND PERSONAL SERVICES WORKERS (NUHPSW)

SEMINAR HANDOUTS PRESENTATION

**TOPIC: EFFECTIVE COMMUNICATION SKILLS FOR TRADE UNION OFFICERS
IN NIGERIA: CATALYST FOR INDUSTRIAL PEACE AND HARMONY**

BACKGROUND OVERVIEW

A presentation on effective communication for Nigeria Trade Union officers should cover key communication principles, such as clarity, brevity and active listening, and emphasize tailoring messages to different audiences (Members, Management, and Government).

INTRODUCTION

Industrial relations in Nigeria often face challenges such as strikes, disputes, and breakdown of trust between workers and employers. Trade union officers play a vital role in bridging communication between workers, management, and government.

Effective communication is not just about speaking but listening, understanding, negotiating, and fostering trust. The quality of communication determines whether disputes escalate into confrontation or are resolved peacefully.

INTRODUCTION TO EFFECTIVE COMMUNICATION

Definition: Transfer of information and understanding from one person to another.

Importance: Explain that effective communication is vital for success, decision-making and achieving organization goals.

Nigerian context: Link effective communication to the success of trade unions in protecting workers interests, fostering social dialogue, and promoting economic/social transformation.

Poor communication has often led to strikes in hotels and catering services. Where unions communicated workers' grievances clearly and negotiated constructively, industrial peace was sustained. Examples of success include joint consultative committees and quarterly dialogue forums.

ESSENTIAL COMMUNICATION SKILL

- **Clarity and Simplicity:** Trade Union officers is to use the “keep it short and simple” (KISS) principle, avoiding jargon and rhetorical statements.
- **Active Listening:** Stress the need for active listening to understand members’ perspectives and concerns accurately.
- **Message Tailoring:** Explain how to adopt message for different stakeholders, including members, Management and Government officials.
- **Negotiation Skills:** balancing firmness with flexibility during discussions with management.
- **Emotional Intelligence:** managing emotions and responding calmly in tense situations.
- **Public Speaking and Presentation:** addressing workers, management, and the media with confidence.
- **Written Communication:** drafting letters, agreements, petitions, and reports effectively.
- **Feedback Mechanisms:** ensuring two-way communication between union leaders and members.
- **Constructive Feedback:** Highlighting the importance of providing and receiving feedback in a constructive and respectful manner.

COMMUNICATION CHANNELS AND STRATEGIES FOR NIGERIA TRADE UNIONS OFFICER

1. **Face to face communication:** Promote consultative meetings and direct dialogue with Management and members to resolve issues and build trust.
2. **Written communication:** Suggest using clear and concise letters, memos, and employees conditions of services to disseminate information and policy update.
3. **Internal communication:** Advise establishing clear internal communication channels, such as notice boards and information racks to keep members informed about their rights and duties.
4. **Digital communication:** recommend the use of social media and digital multimedia techniques to reach wider audiences and enhance performance.
5. **Social dialogue:** emphasize fostering sincere and unhindered discussion between unions and management based on facts and mutual respect.

THE ROLE OF COMMUNICATION IN INDUSTRIAL RELATIONS

- **Information Sharing:** Keeps workers informed on policies, agreements, and rights.
- **Dialogue and Negotiation:** Enables collective bargaining and conflict resolution.
- **Trust-Building:** Reduces suspicion and promotes cooperation.
- **Conflict Prevention:** Clear communication addresses grievances before they escalate.
- **Mobilization:** Helps unions educate and organize members effectively.

BARRIERS TO EFFECTIVE COMMUNICATION

- Use of technical jargon that workers do not understand.
- Mistrust between union leaders and management.
- Rumors and misinformation spreading among workers.
- Cultural and language differences in a diverse workforce.
- Poor listening habits and emotional outbursts during negotiations.

EFFECTIVE COMMUNICATION AS A CATALYST FOR INDUSTRIAL PEACE

- Promotes industrial democracy by giving workers a voice.
- Enhances collective bargaining outcomes and reduces disputes.
- Builds partnerships between management and unions, reducing adversarial relations.
- Encourages mutual respect and strengthens workplace cooperation.
- Facilitates early conflict resolution, preventing strikes and service disruptions.

ADDRESSING SPECIFIC CHALLENGES IN NIGERIA

- **Internal cohesion:** recommend using communication to bridge divides, build unity and prevent factionalism that weakens the union.
- **Transparency and democracy:** Advice on open and transparent communication regarding finances and decision-making to foster trust among members.
- **Combating corruption:** discuss how effective communication can highlight transparency and accountability helping to fight corruption within the union.
- **Capacity building:** Stress the need for communication skills training to enhance leadership ability and improve the overall capacity of union officers.

RECOMMENDATIONS

- Continuous training for union officers in communication and negotiation.
- Establishment of effective communication channels (meetings, newsletters, social media).
- Encouraging transparency and accountability in union leadership.
- Promoting joint management–union communication committees.
- Integrating modern communication technologies (WhatsApp groups, virtual meetings) for rapid engagement.

CONCLUSION

Effective communication is the bedrock of successful trade union in Nigeria, enabling them to effectively serve their members and contribute to national development. Trade Unions is to adopt these skills to foster social dialogue, strengthen internal democracy, and promote workers rights effectively. Effective communication transforms potential conflict into collaboration, strengthens unity among workers, and builds mutual respect with management. For Nigerian trade union officers, mastering communication skills is not just a tool but a catalyst for industrial peace and harmony, a foundation for progress in workplaces and the wider economy.

SUCCESS

SEPTEMBER, 2025

IJEBU-ODE