

PUTTING THE AGENCY IN CONTEXT

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Presentation Outline

- **Economic/labour market context**
- **Current Trends in terms of service delivery**
- **Opportunities for innovation/partnership**
- **What are the challenges for the Agency**
- **Supporting local government to succeed**

Context

- **Individual Rights – Collectivism**
- **Devolution/Programme for Government**
- **Impact of the economy on behaviours**
- **Globalisation/structure of the NI Economy**
- **Profile of the workforce/changes to working practices**
- **Technology/social media**
- **Re-engineering of central and local government**

Trends in Service Provision

- **Individual Conciliation – 65% growth**
- **Increase in collective disputes**
- **Increased demand for all of our advisory services**
- **Greater uptake from Public Sector**
- **Possible introduction of Early Conciliation**

Partnership/Innovation

- **Emphasis on collaborative delivery projects**
- **Focus on SMEs**
- **Developed mobile application/ digital marketing**
- **NI Employment Relations Roundtable**
- **ER/IR skills- development of best practice**
- **Economic return from good IR/ER practice**

Challenges for the Agency

- **Continuing to be relevant**
- **Prevention/dispute resolution – balance?**
- **Awareness/accessibility – social media?**
- **Working with/through other partners**
- **Convincing workplaces that good relations makes business sense**

Supporting Local Government

- Working on an individual or collective basis
- Facilitated bargaining and tailored training
- Regional approach??
- Needs analysis? ER Diagnostic Tool
Systems/policies/practices/skills
- Delivery of our core Advisory/dispute resolution services
- ER Pilot focusing on line managers