

EFFECTIVE GRIEVANCE ADMINISTRATION AND INTERNAL ORGANIZING

Target Audience

This course is intended for local union leaders and executive board members, work-site leaders and union activists who need to learn about processing grievances on behalf of our members and potential members and who are interested in building a strong union through an engaged and mobilized membership.

Why Take It?

The course provides a comprehensive study on understanding different types of workplace issues and grievances, including specifics regarding investigating issues, legal analysis, and the presentation of grievances. Study includes all aspects of grievance management.

Participants will have the opportunity to examine and practice effective strategies of grievance resolution, with an additional focus on recognizing opportunities to mobilize members around work-site issues as a method of dispute resolution. The course will include strategies to strengthen member engagement and ownership in the grievance process and issue-oriented collective action.

Participants will learn the contractual steps leading up to an arbitration, as well as how to utilize mobilization tactics that can both advance solutions and help build a strong union.

Key Objectives

- Enhance skills for recognizing, preparing, and presenting grievances, from investigatory meetings to meetings with management representatives, as well as what may be necessary evidence for arbitration;
- Enhance skills in resolving work-site issues and problems through informal meetings and internal organizing and mobilizing; and
- Understand that building power is solution-oriented and necessitates member engagement.

Approach

This highly interactive course will use in-depth instruction and discussion of contract language and case study, along with extensive individual and group simulated work. There will be many opportunities for small group practice.

Note: Participants will need a copy of their local's constitution/bylaws and collective bargaining agreement for this course. Participants should also come to class with current and past examples of work-site problems. A laptop for classwork is recommended.