



Schulich
School of Business
Executive Education Centre

Managing in a Unionized Work Environment

A skills intensive management program covering leadership, employment-related laws and proven ways to achieve a progressive work environment.

SEEC Moments of Insight include:

Effectively representing management while meeting staff needs and requirements and building a relationship with them.

Determining how one's leadership profile impacts morale and how to balance humanistic and goal-oriented behaviour.

Applying key strategies of successful coaches to create expectations and get staff to take ownership for performance.



Register for an Upcoming Session:

October 16 - 17, 2017
June 4 - 5, 2018

Our Participants Say it Best:

"Great course that has given me more confidence in my work environment."

J. Fabian, Manager,
MVACL

"This course is a must for all front-line and middle management managers who support unionized employees. It allows managers to increase morale, productivity and labour relations."

B. Smith, Plant Manager,
Honeywell

"This course was in line with my daily duties and responsibilities. I will be able to incorporate my learning into my performance management of my team. I would recommend this course for anyone who manages in a unionized working environment."

S. Mancini, Assistant, Security Manager,
Oxford Properties Group



14 PDUs*

Register Today / Complete Details

seec.online/11528



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Managing in a Unionized Work Environment

Benefit from lessons from top labour relations leadership experts

Managing and supervising unionized employees has become increasingly complex.

Changes to collective agreements, labour laws, human rights codes, grievance and disciplinary procedures make it **very challenging to maintain a cohesive, trusting and motivated workforce**. This popular program will help by taking the guesswork out of managing unionized employee groups. The skills-laden course is team-taught by a top labour relations expert and a world-class authority on leadership. Together they give participants **legal and leadership perspectives, up-to-date labour relations knowledge plus proven leadership approaches to improve workplace relations**. Attendees will be able to make confident management and human resources decisions that their staff will respect and support.

Top Take-Aways

1. Create a **strong management-union relationship** that better understands the competing interests of the union and the employer
2. Discover how to **deal professionally with disgruntled employees** and union challenges
3. Master **effective leadership skills** to lead unionized staff
4. **Manage legal issues** by accurately interpreting the collective agreement
5. Motivate staff and manage poor performers **using discipline appropriately**
6. Set **proper performance expectations** that are supported with constructive feedback
7. Learn strategies to **build a high-performance climate**

Who Should Attend

- Managers new to a unionized work environment
- Front-line supervisors responsible for creating positive working relationships with unionized workers
- Managers and Directors of public sector departments, municipalities, educational institutions, unionized agencies and healthcare organizations
- HR supervisors and labour relations leaders overseeing skilled trades professionals

Additional Course Materials

- A pragmatic workbook with over a dozen forms you can use to set-up a formal performance improvement program with unionized staff
- A copy of instructor Cy Charney's bestseller *Just-in-Time Management*

Overview of Learning

The Labour Relations Act

- Process of certification/decertification
- Differences between public sector and private sector organizations

The Collective Agreement

- Articles of importance – hours of work, scheduling, union access to facilities, rules of conduct etc.
- Collective bargaining
- The grievance procedure
- Disciplinary process and penalties
- Suspension pending investigation
- Proving just cause
- Investigation of facts

Controlling Absenteeism

- Culpable vs. non-culpable absenteeism
- Attendance improvement programs

Managing Disciplinary Issues & Process

- Ensuring problems are dealt with the first time
- What to say in a disciplinary document
- Effective disciplinary planning: place, time, preparation
- Conducting the interview process: controlling the agenda, presentation of facts, invitation to respond, evaluation of evidence
- Follow-up procedures

Linking your Industrial Relations to Your Business Plan

- From vision, mission and values to practice
- Creating an industrial relations strategy to assure achievement of business objectives

Continues online

Get the whole picture.

Preview complete course content and instructor bio online.

Complete Details / Register Today

<http://seec.online/11528>

Tel.: 416.736.5079 | 1.800.667.9380
or email exceedinfo@schulich.yorku.ca

* PMI Talent Triangle PDU breakdown • Technical: 14

Dates & Locations:

October 16 - 17, 2017
Miles S. Nadal Management Centre

June 4 - 5, 2018
Executive Learning Centre

Registration Fee:

\$2,650 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change