



Schulich
School of Business
Executive Education Centre

Register for
an Upcoming
Session:

November 19 - 20, 2020
May 3 - 4, 2021

Successfully 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.

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

SEEC Moments of Insight include:

Effectively representing management while meeting employee 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 employees to take ownership for performance.



14 PDUs*



14 CPD

Register Today / Complete Details

<https://seec.online/12653>



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Successfully 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 employees will respect and support.

Top Take-Aways

1. Create effective management-union relationships despite perceptions and competing interests
2. Understand and manage the collective agreement within the guidelines of key legislative bodies
3. Deal effectively with disgruntled and challenging employees
4. Learn to leverage your communication skills to build trust and commitment
5. Know when and how to provide constructive feedback that is different from discipline
6. Know how to conduct a disciplinary interview without damaging relationships
7. Provide the leadership skills that create a “can-do” environment
8. Know when and how to engage employees to encourage ownership and accountability

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 employees
- A copy of instructor Cy Charney's bestseller *Just-in-Time Management*

Overview of Learning

Working Within Legislative Guidelines

- Key principles and practical application of Human Rights, Employment Standards, and Health and Safety legislation

The Collective Agreement

- Approaches to navigate the key typical features – hours of work, scheduling, union entitlements, leave entitlements, rules of conduct, etc.
- Collective bargaining and working with the union. Isn't there a better way?
- The grievance procedure – how to prepare, how to respond

Managing Disciplinary Issues & Process

- Dealing with issues correctly the first time
- Planning for the right outcome: place, time and process
- Disciplinary process, progressive discipline, appropriate penalties
- Investigating – “suspension with- or without pay” pending investigation

Addressing Challenging Behaviour

- Controlling tardiness, culpable vs. non-culpable absenteeism
- Improving attendance: best practices
- Managing poor conduct and harassment
- Worker's compensation and disability plans

The Impact of Leadership on Relationships and Performance

- The difference between employee relations and labour relations
- The manager's responsibility for performance within contract guidelines
- Why managers of unionized employees fail to engage and delegate
- Raising the performance bar. Setting challenging goals and standards of performance with, not for your team

Continued online

Get the whole picture.

Preview complete course content and instructor bio online.

Complete Details / Register Today

<https://seec.online/12653>

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

* PMI Talent Triangle PDU breakdown • Technical: 14

Dates & Locations:

November 19–20, 2020
Miles S. Nadal Management Centre

May 3 - 4, 2021
Miles S. Nadal Management Centre

Registration Fee:

\$2,650 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A corporate rate is available 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
- Complete registration details at seec.online/FAQ