



# Catalogue

**NUPGE  
and  
Component Union  
Education Courses**

**Revised November 2008**

## NATIONAL UNION OF PUBLIC AND GENERAL EMPLOYEES (NUPGE)

COURSE	LENGTH	HIGHLIGHTS
Leadership Development School	1 week residential	<ul style="list-style-type: none"> <li>▪ Leadership and organizational change</li> <li>▪ Strategic planning for union leaders</li> <li>▪ Strategic choices for unions</li> <li>▪ Building organizational capacity / external leveraging for unions</li> <li>▪ Innovation and change in unions in Canada and internationally</li> <li>▪ A series of seminars on current issues and problems facing union leaders and the labour movement</li> </ul>
Staff Negotiators Leadership school	1 week residential	<ul style="list-style-type: none"> <li>▪ Integrating negotiations with the union's agenda</li> <li>▪ Conducting an environmental analysis</li> <li>▪ Bargaining in a multi-union setting</li> <li>▪ Coordinated bargaining</li> <li>▪ Communications before, during and after negotiations</li> <li>▪ Building campaigns and support networks</li> </ul>
Strategic Planning for Unions	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ What is strategic planning?</li> <li>▪ Unions and strategic planning</li> <li>▪ Barriers to strategic planning</li> <li>▪ What makes a good strategy</li> <li>▪ Strategic planning vs. strategic choice</li> <li>▪ Strategic leverage and organizational capacity</li> <li>▪ Three phases of strategic planning</li> </ul>
The Role of the Union's Executive Board	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ What is the union's decision-making authority?</li> <li>▪ What are the responsibilities and obligations to the membership?</li> <li>▪ What is the appropriate conduct of the Board / Executive?</li> <li>▪ What is the appropriate role of the Board / Executive?</li> <li>▪ How should Board / Executive members deal with conflicts of interest?</li> </ul>

Building Accountability	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ The various decision-making bodies of the union</li> <li>▪ The governance structure of the union</li> <li>▪ The role of senior staff</li> <li>▪ Staff working with committees of the union</li> <li>▪ Fixing problems</li> <li>▪ Building accountability and measuring accomplishment</li> </ul>
Building a Mobilizing Model of Unionism	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ The servicing model vs. the organizing model of unionism</li> <li>▪ The three-legged stool for unions</li> <li>▪ Building bargaining strength for better contracts</li> <li>▪ Organizing and mobilizing in our locals</li> <li>▪ Organizing and mobilizing in our communities</li> </ul>
Globalization and International Solidarity	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ The objective of these modules is to help build a greater understanding of the impact of globalization and international trade on working people and their families</li> <li>▪ These modules also examine the importance of the National Union's international solidarity work</li> </ul>
Pensions	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ An overview of Canada's public pension system</li> <li>▪ The control of pension funds and investment</li> <li>▪ Pension plan governance</li> <li>▪ Joint trusteeship</li> <li>▪ Shareholder activism</li> <li>▪ Ethical investment</li> </ul>
Economics	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ What is economics?</li> <li>▪ How do we measure economic prosperity?</li> <li>▪ Taxation: types, purpose and models</li> <li>▪ Fair taxation and the myths behind tax cuts</li> <li>▪ Globalization: what does it mean for workers?</li> <li>▪ International trade agreements: what are they all about?</li> <li>▪ The value of the public sector to Canada's economy</li> <li>▪ Role of regulation in society</li> </ul>

Equality and Human Rights	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ Valuing our diversity</li> <li>▪ Saying no to racism</li> <li>▪ Aboriginal solidarity – First Nations rights</li> <li>▪ Disability rights agenda</li> <li>▪ Beyond tolerance: embracing gay, lesbian, bisexual &amp; Transgendered lives</li> <li>▪ Globalization and international solidarity</li> </ul>
The Value of Public Services	3 hours – 1 day	<ul style="list-style-type: none"> <li>▪ The essential role of the public sector and public services</li> <li>▪ The twin engine economy</li> <li>▪ Five myths about the public sector and facts to dispel them</li> <li>▪ The corporate agenda</li> <li>▪ Building a firm place to stand</li> <li>▪ The way to a better future</li> <li>▪ If not us, who? If not now, when?</li> </ul>

### **B.C. GOVERNMENT AND SERVICE EMPLOYEES' UNION (BCGEU/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
Basic Steward Training	3 days	<ul style="list-style-type: none"> <li>▪ Recognize violations of workers' rights by the employer</li> <li>▪ Advocate on members' behalf before the employer</li> <li>▪ Communicate effectively with workers, managers, and union staff</li> <li>▪ An overview of the history / structure of the union and the Workplace Leadership Program</li> </ul>
Steward Technical Sessions	2 hour audio conference	<ul style="list-style-type: none"> <li>▪ Stewards will meet and go through a two hour audio conference on various subjects ranging from Progressive Discipline to Duty to Accommodate</li> <li>▪ Participants receive the latest arbitration cases and background on the issue</li> <li>▪ Participants will have the ability to talk about grievances they may have on the subject, network with other stewards and speak with the Staff Representative on issues</li> </ul>

Local Steward Committees	3 hours – 1 day	<ul style="list-style-type: none"> <li>Provide opportunities for stewards in their local to gather, discuss grievances and network</li> <li>Specific subject may form part of the meeting such as “how to prepare WCB applications” or “letters of expectation” and may include material or guest speaker</li> </ul>
Advanced Steward Training	1.5 days	<ul style="list-style-type: none"> <li>Building on the skills stewards are taught in Basic Steward Training and workplace experience, this course focuses on conflict resolution, bargaining with management, and advocacy before management</li> <li>Simulated grievance settlement meetings—which test and strengthen stewards’ skills in a supportive environment—are a central part of the course</li> </ul>
Local Officer Training		<ul style="list-style-type: none"> <li>This course provides elected local officers with the tools they need to be effective workplace leaders and to carry out their specific duties as local chairpersons, recording secretaries, financial secretaries and executive members</li> <li>Participants learn to: facilitate effective meetings; speak well in public settings; and develop strategic plans for workplace and community action campaigns</li> </ul>
Labour Management Training / Private and Broad Public Sector		<ul style="list-style-type: none"> <li>This course was developed to assist committees in understanding their roles and responsibilities, conflict and problem solving techniques, effective communication and conducting an effective labour management meeting and the parameters of the committee</li> <li>Employers can be included in the course should the situation warrant</li> </ul>
Surviving Media Interviews	3 hours	<ul style="list-style-type: none"> <li>An interactive course puts the participant in front of the camera. Participants are shown how to alleviate fears, simplify preparation, sticking to the message and being comfortable in front of a camera and microphone</li> </ul>

Public Speaking	3 hours	<ul style="list-style-type: none"> <li>Participants learn how to have confidence, develop a message and deliver a speech in this fun and interactive workshop</li> </ul>
Harassment / Discrimination and Bullying	3 hours	<ul style="list-style-type: none"> <li>This workshop can be done jointly with the employer or with the membership at the worksite</li> <li>Learn the prohibited grounds under the Human Rights Code, the language that addresses harassment, discrimination and abuse of supervisory authority in collective agreements</li> <li>Look at policies and procedures the employer has in place</li> <li>Do some interactive exercises and disseminate some case studies in a video</li> <li>In conjunction with this is a Power Point presentation on bullying, with facts and definitions and what we can do about this prolific behaviour in our workplaces</li> </ul>
Health and Safety Committee Training	2 days	<ul style="list-style-type: none"> <li>For members of Joint OH&amp;S Committees or health and safety representatives</li> <li>Learn about: the laws regulating workplace safety and health; how to conduct safety inspections in the workplace; and how to make OH&amp;S committees work effectively</li> </ul>
Violence Prevention Training	1 day	<ul style="list-style-type: none"> <li>This course shows participants how to use office design, work organization, engineering measures, workplace policies and procedures to reduce the risk of workplace violence</li> </ul>
OH&S Facilitator Training	5 days	<ul style="list-style-type: none"> <li>This course trains activists to facilitate and instruct the JOHS Committee Training course</li> <li>Participants gain teaching skills and experience and expand their knowledge of the legislative and historical framework of current H&amp;S regulations</li> <li>A separate one-day course teaches facilitators how to deliver an Office Ergonomics Assessment course</li> <li>Both these facilitator training courses are delivered jointly by the employer and the union</li> </ul>

Bargaining Committee Training		<ul style="list-style-type: none"> <li>This course helps activists advocate for members during the bargaining process and review roles, responsibilities and the process from start to finish</li> </ul>
Facilitator Training		<ul style="list-style-type: none"> <li>This course trains members to co-facilitate the Basic Steward course as well as facilitating at area conferences, local meetings and workshops</li> </ul>
Audio Conferences	1.5 – 2 hours	<ul style="list-style-type: none"> <li>Audio conferences are organized and run out of area offices</li> <li>This informative tool is great for stewards, local officers, or even someone who is interested in being a steward</li> <li>These sessions consist of a 1.5-2 hour audio on a specific subject</li> <li>The panels are made up of management and labour and each present their perspectives</li> <li>Leading cases in the specified subject and what employers and unions are doing within these scopes are discussed</li> <li>Participants receive a large package of all the subject information</li> </ul>

### HEALTH SCIENCES ASSOCIATION OF B.C. (HSABC/NUPGE)

COURSE	LENGTH	HIGHLIGHTS
Steward Training Programs	<p>Basic Steward Training is a 3 day workshop</p> <p>Advanced Steward Training is 1.4 days</p>	<ul style="list-style-type: none"> <li>Contract interpretation, duty to accommodate, investigations, discipline, building local steward networks, advocacy training, preparing for bargaining</li> <li>New workshops are developed each year and are delivered prior to HSABC's annual convention in the spring and regional meetings each fall</li> </ul>
Occupational Health and Safety Steward Training	<p>Basic training is 2 days</p> <p>Advanced training is 2 days</p>	<ul style="list-style-type: none"> <li>OH&amp;S Stewards are encouraged but not required to take Basic Steward training</li> <li>Advanced OH&amp;S training on selected topics based on participant feedback</li> </ul>

Prevention of Violence Workshop	1 day	<ul style="list-style-type: none"> <li>Designed to teach members and stewards how to implement a violence prevention program</li> </ul>
Supervisors in the Union	1 day	<ul style="list-style-type: none"> <li>Designed to assist supervisors who are union members deal with “caught in the middle” conflicts, grievances, contract interpretation and labour relations from a union perspective</li> </ul>
Constituency Liaison Training	2 days	<ul style="list-style-type: none"> <li>Train members on how to develop a relationship with and lobby their MLA</li> <li>One extra day per year is used to train / update members on current issues to discuss with their MLAs</li> </ul>
Labour Council Delegate Training	2 days	<ul style="list-style-type: none"> <li>Train members who are appointed to labour councils</li> <li>One extra day per year to train / update members on current issues they may be dealing with at labour councils</li> </ul>
Election Campaign School	2 days	<ul style="list-style-type: none"> <li>A non-partisan course to train members who are interested in running for office or assisting in campaigns (municipal, provincial, federal)</li> <li>Overview of the process from nominations to election day</li> </ul>

### HEALTH SCIENCES ASSOCIATION OF ALBERTA (HSA/NUPGE)

COURSE	LENGTH	HIGHLIGHTS
Basic Group Representative (Let's Get Involved)	1 day	<ul style="list-style-type: none"> <li>Participants will be provided with an introduction to their union, membership rights and benefits, HSA policies, one's role in collective bargaining and social justice to name a few things</li> </ul>
Advanced Group Representative (Let's Get More Involved)	1 day	<ul style="list-style-type: none"> <li>Participants will discuss case studies to learn about investigations, disciplinary meetings, the grievance procedure and arbitration</li> </ul>

In-Scope Supervisor	1 day	<ul style="list-style-type: none"> <li>▪ The goal of this full-day workshop is to improve communication between HSAA and our supervisory members through an increased understanding of each others' roles, expectations and concerns</li> <li>▪ Focus is placed on education regarding supervisory roles in dispute resolution (including the grievance process), understanding seniority and how it relates to promotion, transfer and vacation preferences, progressive discipline, performance evaluation and other workplace issues</li> <li>▪ Participants learn to strike an appropriate balance between their in-scope supervisory functions and their accountability to senior management</li> </ul>
Contract Interpretation	1 day	<ul style="list-style-type: none"> <li>▪ This one-day workshop is developed and changed each time a new provincial collective agreement is negotiated</li> <li>▪ The focus is on creating an understanding of basic contract interpretation principles and then applying these skills to current language</li> </ul>
Duty to Accommodate	1 day	<ul style="list-style-type: none"> <li>▪ We will address many questions that arise out of the employer's duty to accommodate injury and disability in the workplace</li> <li>▪ How far must employers go to accommodate a sick or disabled employee? What constitutes undue hardship for an employer? Is an employer required to create a position for a sick or disabled employee?</li> <li>▪ We'll also look at the obligations of the union, the employee and their colleagues in the context of this duty</li> </ul>
Employee Management Advisory Committee (EMAC)	1 day	<ul style="list-style-type: none"> <li>▪ What is EMAC? How does one work? How can I become involved and set one up in my workplace?</li> </ul>

Occupational Health and Safety	1 day	<ul style="list-style-type: none"> <li>Fatalities in the workplace; introduction to legislation and hazard assessment; patient lifts and transfers; needlestick injuries; indoor air quality; working alone; violence in the workplace; ergonomics</li> </ul>
Balancing Work and a Young Family	1 day	<ul style="list-style-type: none"> <li>We will deal with work / family conflict, off-shifting and shift work conflict, identifying workplace resources and achieving workplace flexibility</li> </ul>
The Labour Movement	1 day	<ul style="list-style-type: none"> <li>International solidarity and unions; social justice and unions; labour history</li> </ul>
Financial	1 day	<ul style="list-style-type: none"> <li>Pension and retirement planning; investment planning</li> </ul>
Lifestyle	1 day	<ul style="list-style-type: none"> <li>Generational differences at work; bullying; balancing work and a young family; the sandwich generation; team building; conflict resolution; assertiveness for life and work</li> </ul>
Ace the Interview	1 day	<ul style="list-style-type: none"> <li>The goals of this workshop are: (a) to provide HSAAs members with practical information and tools regarding interviewing and selection for personal use, both inside and outside the workplace; (b) to educate members with regard to the collective agreement as it applies to the selection process; (c) to enhance members' comfort and skill level when participating in interviews and the selection process</li> </ul>
Professional Colleges	1 day	<ul style="list-style-type: none"> <li>How does the Health Professions Act affect one's day-to-day work life? What happens when a complaint is filed? What are the potential consequences? We will discuss the role of the various colleges in determining educational and competency requirements and in governing the standards of practice and codes of ethics of members</li> </ul>

**SASKATCHEWAN GOVERNMENT AND GENERAL EMPLOYEES' UNION  
(SGEU/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
ULD 10 (Union Leadership Development) Introduction to Role of Steward	7 hours	<ul style="list-style-type: none"> <li>▪ Understand how SGEU expects stewards to carry out their role</li> <li>▪ Understand that stewards' key tasks are education, communications, and problem-solving</li> <li>▪ Practice skills in communicating, educating, and problem-solving</li> <li>▪ Become familiar in finding information in one's collective agreement</li> <li>▪ Gain confidence in one's ability to be a steward</li> </ul>
ULD 11 Stopping Harassment at Work	7 hours	<ul style="list-style-type: none"> <li>▪ Understand the steward's role in fighting harassment</li> <li>▪ Work to combat harassment by their personal behaviour and their role as a steward</li> <li>▪ Believe that fighting harassment and creating respectful workplaces are two standard, core roles of a union</li> <li>▪ Commit to an ongoing process of self-education on harassment</li> <li>▪ Know where to find resources on harassment</li> </ul>
ULD 12 Know your Collective Agreement	7 hours or self-guided	<ul style="list-style-type: none"> <li>▪ Become familiar looking for information in one's collective agreement</li> <li>▪ Identify needed improvements for upcoming bargaining</li> </ul>
ULD 20 Second-level Steward Training	26 hours	<p><i>Opening Session (2 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Get to know one another</li> <li>▪ Start to build a sense of comfort and group connection</li> <li>▪ Introduce course objectives and logistics</li> <li>▪ Review the role of an SGEU steward</li> </ul> <p><i>Orientating New Members (3 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Be able to provide a basic new-member orientation</li> <li>▪ Feel confident and comfortable about orienting members to SGEU</li> </ul>

		<p><i>Contract Knowledge (4 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Learn key concepts for interpreting, understanding, and applying collective agreements</li> <li>▪ Be able to read and understand standard contract language</li> <li>▪ Know the key legal principles that affect how contract language is interpreted</li> <li>▪ Know what a collective agreement is and is not, factors affecting collective agreement contents and standard features</li> <li>▪ Understand the link between collective agreement language and collective bargaining</li> </ul> <p><i>Contract Enforcement I (10 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Review the key points learned about problem-solving and grievances during the ULD 10</li> <li>▪ Understand the link between contract enforcement and collective bargaining, and the steward's role in bargaining</li> <li>▪ Be able to problem-solve a member's complaint without having to grieve</li> <li>▪ Be able to prepare and present a grievance at Step 1</li> <li>▪ Feel confident in one's ability to solve members' problems and begin the grievance process</li> <li>▪ Understand the link between an involved, active membership and the power to enforce the collective agreement</li> </ul> <p><i>Stewards and Equity (3 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Understand the concepts of duty of fair representation, racism, and white privilege</li> <li>▪ Learn to challenge racism and build the union</li> <li>▪ Know the union's goals include equity and more recruitment of Aboriginal workers</li> </ul> <p><i>Steward as Communicator: Getting off the Triangle (4 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Develop healthy approaches to communications and to inclusive member participation</li> <li>▪ Help stewards avoid the roles of victim, rescuer, or persecutor in the workplace or union</li> </ul>
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<p>ULD 30 Third-level Steward Training</p>	<p>23 hours</p>	<p><i>Global Solidarity (4 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Know what “corporate globalization” means</li> <li>▪ Gain understanding of the impact of corporate globalization and identify ways to fight it</li> </ul> <p><i>Contract Enforcement II (6 hrs)</i></p> <ul style="list-style-type: none"> <li>▪ Practice problem-solving skills to address workplace problems</li> <li>▪ Differentiate between the role of a steward and the role of management in informal problem-solving</li> <li>▪ Be able to identify issues which are and are not grievances</li> </ul> <p><i>Labour Law (3 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Know that the Trade Union Act provides the legal basis for union existence and work</li> <li>▪ Understand how key provisions of the Act affect union work</li> <li>▪ Gain confidence in locating and reading provisions of the Act</li> </ul> <p><i>Effective Communications with Members (3 hours)</i></p> <ul style="list-style-type: none"> <li>▪ Increase stewards’ identification with members they represent and their role as an info channel between members and union</li> <li>▪ Practice answering challenging questions from members</li> <li>▪ Feel more confident in our ability to build the union</li> </ul> <p><i>Stopping Harassment at Work (7 hours)</i></p> <ul style="list-style-type: none"> <li>▪ See objectives for ULD 11</li> </ul>
<p>ULD 60 Specialized Training including Facilitator Training</p>	<p>4 days</p>	<ul style="list-style-type: none"> <li>▪ Acquaint participants with the principles of popular education in a union context</li> <li>▪ Introduce participants to anti-racism practice within labour education and equip them to deliver anti-racism course materials</li> <li>▪ Familiarize participants with basic, key facilitation skills and with the ULD 10</li> <li>▪ Identify participants with the potential to move on to become member-facilitators of ULD 10</li> </ul>

Ombudsman Training	3 days	<ul style="list-style-type: none"> <li>▪ Equip people with the information, attitudes and skills needed to act effectively in an ombudsman role at SGEU events and on an on-going basis</li> <li>▪ Strengthen people's judgment in dealing with conflict and harassment situations</li> <li>▪ Promote a thoughtful and respectful climate of discussion in SGEU as a necessary condition for solidarity among union members</li> </ul>
ULD 70 Unionism on Turtle Island	4 days	<ul style="list-style-type: none"> <li>▪ Deepen our understanding of Aboriginal history and impacts of colonialism on Aboriginal people today</li> <li>▪ Examine the continued efforts of Aboriginal people in Canada to resist colonization and to exercise their rights</li> <li>▪ Explore the many connections between Aboriginal struggles and labour struggles in this country</li> <li>▪ Build the capacity of Canadian unions and Aboriginal activists to work effectively together on common and connected struggles</li> <li>▪ Build the capacities of non-Aboriginal union activists to be good allies to Aboriginal struggles</li> </ul>

**MANITOBA GOVERNMENT AND GENERAL EMPLOYEES' UNION  
(MGEU/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
We are the MGEU	1 day	<ul style="list-style-type: none"> <li>▪ Core values that guide the union</li> <li>▪ Primary union functions</li> <li>▪ Active roles members play in directing their union</li> <li>▪ Overview of membership education program</li> <li>▪ Overview of communication within the union</li> </ul>

Effective Meetings	1 day	<ul style="list-style-type: none"> <li>▪ Importance of local meetings and how to strengthen them</li> <li>▪ Review of basic Bourinot's rules of order</li> <li>▪ Role play of local meeting</li> <li>▪ Taking effective minutes</li> <li>▪ Troubleshooting and keeping your meeting on track</li> </ul>
Representing our Members – Steward Training	2 days	<ul style="list-style-type: none"> <li>▪ Overview of shop steward roles</li> <li>▪ The MGEU grievance procedure</li> <li>▪ Labour / workplace legislation</li> <li>▪ Effective grievance investigation interviews</li> <li>▪ Writing and presenting grievances</li> <li>▪ Representing members in disciplinary meetings</li> </ul>
Advanced Steward Training	2 days	<ul style="list-style-type: none"> <li>▪ Review of key sections of MB Labour Relations Act</li> <li>▪ Re-emphasis of critical role of sound investigations</li> <li>▪ Particular issues such as gambling, addictions, criminal charges, harassment, last chance deal</li> <li>▪ Alternative dispute resolution</li> <li>▪ Mock arbitration hearing</li> </ul>
Bargaining Collectively	1 day	<ul style="list-style-type: none"> <li>▪ Legislative foundation for bargaining</li> <li>▪ Constraints on bargaining</li> <li>▪ Who does what: staff, local, leadership, members</li> <li>▪ Developing proposals</li> <li>▪ Communicating with members</li> <li>▪ Ratification / strike votes</li> </ul>
Presidents / Vice-presidents / Chief Stewards Roundtables	1 day	<ul style="list-style-type: none"> <li>▪ Network within their own area</li> <li>▪ Share success stories</li> <li>▪ Brainstorm emerging issues</li> <li>▪ Updates on membership education</li> <li>▪ Discuss larger strategic issues facing the union</li> </ul>
Duty to Accommodate	2 days	<ul style="list-style-type: none"> <li>▪ Awareness raising about illnesses and disabilities</li> <li>▪ Explore different kinds of addiction</li> <li>▪ Principles and legislation underpinning duty to accommodate</li> <li>▪ Roles and responsibilities: employee, union, employer</li> </ul>

Respectful Workplaces, Harassment and Bullying	2 days	<ul style="list-style-type: none"> <li>▪ Exploring elements of a respectful workplace</li> <li>▪ Defining harassment and bullying</li> <li>▪ Relevant legislation</li> <li>▪ Union strategies to be proactive on these issues</li> </ul>
Bridging Cultures	2 days	<ul style="list-style-type: none"> <li>▪ Explore different cultural values, assumptions, practices and issues</li> </ul>
Exploring Leadership	2 days	<ul style="list-style-type: none"> <li>▪ Definitions, qualities, examples</li> <li>▪ Leadership styles and roles</li> <li>▪ What motivates people to lead</li> <li>▪ Leading vs. listening</li> <li>▪ Practical leadership tasks in MGEU</li> <li>▪ Making progress on tough issues</li> </ul>
Pension Primers (Civil Service, HEPP, Home Care)	1 day	<ul style="list-style-type: none"> <li>▪ How pensions developed</li> <li>▪ Overview of relevant legislation</li> <li>▪ Current pension issues</li> <li>▪ Overview of OAS / CPP</li> <li>▪ Guest speakers on specific pension plans</li> </ul>
Critical Thinking	2 days	<ul style="list-style-type: none"> <li>▪ Defining critical thinking and its importance to union activists</li> <li>▪ Identifying critical thinking skills</li> <li>▪ Components of arguments</li> <li>▪ Values and ethics in critical thinking</li> <li>▪ Critical analysis of media</li> <li>▪ Using critical thinking at work and in the union</li> </ul>
Public Speaking	5 day residential	<ul style="list-style-type: none"> <li>▪ Different types / purposes of speeches</li> <li>▪ Organizing a speech</li> <li>▪ Critical analysis of speeches</li> <li>▪ Importance of body language</li> <li>▪ Use of voice</li> <li>▪ Gaining confidence</li> <li>▪ Practice development, delivering and critiquing speeches on union topics</li> </ul>
Basic Health and Safety	2 days	<ul style="list-style-type: none"> <li>▪ Health and safety legislation</li> <li>▪ Identifying and controlling hazards in the workplace</li> <li>▪ Pre-requisite for all other H&amp;S courses</li> </ul>

Workers Compensation	2 days	<ul style="list-style-type: none"> <li>Overview of system in MB and role of union in assisting members</li> </ul>
Safety and Health Programs	1 day	<ul style="list-style-type: none"> <li>How to develop H&amp;S procedures, policies and programs for workplaces</li> </ul>
Ergonomics	1 day	<ul style="list-style-type: none"> <li>Understanding risk factors and how to fit the work to worker</li> </ul>
Workplace Wellness / Stress	1 day	<ul style="list-style-type: none"> <li>Factors related to stress</li> <li>Review eight key areas for improving work-life balance</li> </ul>
Violence in the Workplace	1 day	<ul style="list-style-type: none"> <li>Identify types of workplace violence and factors that increase risk</li> <li>Develop a model workplace policy and program</li> <li>Harassment and respectful workplace discussed</li> </ul>
Membership Training / Apprenticeship Program	6 months	<ul style="list-style-type: none"> <li>Designed to expand pool of qualified job applicants</li> <li>Candidates selected through interview process</li> <li>One or two candidates selected per year</li> <li>Booked off work</li> <li>Assigned to specific Staff Rep Team</li> <li>General orientation to MGEU</li> <li>Job shadowing with staff reps</li> <li>Gradual development of case load</li> <li>Mid-term and final feedback sessions</li> </ul>
MGEU Staff Training: Crisis Response	2 days	<ul style="list-style-type: none"> <li>In-house instructors certified by Crisis Prevention Institute in Wisconsin</li> </ul>
MGEU Staff Training: Conflict Resolution	2 days	<ul style="list-style-type: none"> <li>Delivered by Mediation Service of Winnipeg</li> </ul>
MGEU Staff Training: Computer Training	2 days	<ul style="list-style-type: none"> <li>As required</li> </ul>
MGEU Staff Training: Grievance Handling	1 day	<ul style="list-style-type: none"> <li>In-house review / discussion</li> </ul>

## ONTARIO PUBLIC SERVICE EMPLOYEES UNION (OPSEU/NUPGE)

COURSE	LENGTH	HIGHLIGHTS
Speak Up and Organize: Challenging Bullying and Psychological Harassment in the Workplace	1.5 days	<ul style="list-style-type: none"> <li>▪ Recognize and identify bullying and harassment</li> <li>▪ Examine case law</li> <li>▪ How to pressure employers to tackle the problem</li> </ul>
Organize: the Nitty-Gritty of an Organizing Campaign	1.5 days	<ul style="list-style-type: none"> <li>▪ Basic elements of an organizing campaign</li> <li>▪ Relevant legislation</li> </ul>
Train the Trainers	4 – 5 days	<ul style="list-style-type: none"> <li>▪ Education for union building</li> <li>▪ Dealing with facilitation “nightmares”</li> <li>▪ Facilitation skills practice</li> <li>▪ Co-facilitation skills</li> </ul>
Employees Relations Committee / Labour Management Committee Techniques	1.5 days	<ul style="list-style-type: none"> <li>▪ Learn about which issues to take to committee and how to resolve the issues</li> </ul>
Duty to Accommodate	1.5 days	<ul style="list-style-type: none"> <li>▪ Relevant legislation and jurisprudence</li> <li>▪ Understanding the union and employer obligations</li> </ul>
Women and Unions: Strengthening Leadership	1.5 days	<ul style="list-style-type: none"> <li>▪ Analyze the advances and barriers to women’s leadership in the union</li> <li>▪ Review case studies to develop practical strategies</li> <li>▪ How to strengthen women’s committees</li> </ul>
Women in Unions: Getting Involved	1.5 days	<ul style="list-style-type: none"> <li>▪ Designed for women who are new members who want to be more involved in the union’s activities</li> </ul>
Human Rights, Union Rights and Global Solidarity	1.5 days	<ul style="list-style-type: none"> <li>▪ Analyze global economic issues and trends and impact on OPSEU members</li> </ul>
Grievance Handling	1.5 days	<ul style="list-style-type: none"> <li>▪ Analyze situations to decide if grievance is best course of action</li> <li>▪ Learn about different types of grievances and remedies</li> <li>▪ Develop technical skills in writing and communication</li> </ul>

Health and Safety – Level 1	1.5 days	<ul style="list-style-type: none"> <li>▪ Hazard identification, investigation and reporting</li> <li>▪ How to establish an effective H&amp;S committee</li> <li>▪ Review workers' rights under the law and how to apply them</li> </ul>
Health and Safety – Level 2	1.5 days	<ul style="list-style-type: none"> <li>▪ Learn how to control hazards and assist in accident investigation</li> <li>▪ Prioritizing and strategizing around H&amp;S problems</li> <li>▪ Review OH&amp;S Act</li> <li>▪ Course uses case studies, group exercises and AV presentations</li> </ul>
Parliamentary Procedures	1.5 days	<ul style="list-style-type: none"> <li>▪ Robert's Rules of Order</li> <li>▪ How to prepare a meaningful agenda</li> <li>▪ How to handle problem situations</li> </ul>
Politics of Pensions: Pension Basics and Beyond	1.5 days	<ul style="list-style-type: none"> <li>▪ Demystify the world of pensions</li> <li>▪ Educate members about labour's role in development of pensions in Canada</li> <li>▪ Improve members' ability to influence public policy around pensions</li> <li>▪ Brainstorm bargaining strategies</li> </ul>
Employment Standards Act (ESA)	1.5 days	<ul style="list-style-type: none"> <li>▪ Examine the ESA and how it is relevant to collective agreements and the union bargaining cycle</li> <li>▪ How to mobilize members to ensure rights under ESA are exercised</li> </ul>
New Stewards – Part 1	1.5 days	<ul style="list-style-type: none"> <li>▪ Role of stewards, mapping the membership, navigating the structure of OPSEU, communicating effectively with members, understanding the union's fight against privatization</li> </ul>
New Stewards – Part 2	1.5 days	<ul style="list-style-type: none"> <li>▪ How to write and file grievances, face management and mobilize members</li> </ul>
Workplace Safety and Insurance Board (WSIB) Level 1	1.5 days	<ul style="list-style-type: none"> <li>▪ Overview of WSIB system</li> <li>▪ Review statutory obligations of employers, workers and unions</li> <li>▪ Learn about workers' rights under WSIB</li> </ul>

Workplace Safety and Insurance Board Level 2	1.5 days	<ul style="list-style-type: none"> <li>▪ In-depth examination of benefits and services</li> </ul>
Labour History – Level 1	1.5 days	<ul style="list-style-type: none"> <li>▪ Look at challenges and successes of different eras of labour's history</li> <li>▪ Examine how unions influenced legislation in Canada</li> <li>▪ Special attention is given to the history of the labour movement's response to diversity and the contributions of different racial and cultural groups</li> </ul>
Labour History – Level 2	1.5 days	<ul style="list-style-type: none"> <li>▪ Delves deeper into the labour movement's history</li> </ul>
Local Treasurers / Trustees Course	1.5 days	<ul style="list-style-type: none"> <li>▪ Provide education to local treasurers and trustees including proper administration of a local's finances</li> </ul>
Benefits Course	1.5 days	<ul style="list-style-type: none"> <li>▪ Provide members with a basic understanding of benefit entitlements</li> <li>▪ How to fight against employer attempts to take benefits away</li> </ul>
Local Newsletters	1.5 days	<ul style="list-style-type: none"> <li>▪ Hands-on course providing basic skills to put together a good newsletter</li> <li>▪ Writing skills, editing, graphic design and layout</li> </ul>

**NEW BRUNSWICK UNION OF PUBLIC AND PRIVATE EMPLOYEES  
(NBUPPE/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
Orientation to NBUPPE	½ day	<ul style="list-style-type: none"> <li>▪ Gain a full understanding of the players, structures, and policies that govern our union</li> <li>▪ With a view to the Constitution and By-Laws and Organization Chart, the presentation includes a review of the roles and functions of the President, the Board of Directors, the Components and staffing functions of the Organization</li> </ul>

Chairing a Successful Meeting	½ day	<ul style="list-style-type: none"> <li>▪ Explore balance between ensuring members feel they are part of the decision making process and getting the job done</li> <li>▪ Simulated meetings with the employer, Robert's Rules of Order and parliamentary decorum will be featured</li> <li>▪ The process of making a meeting a positive experience will be addressed and the qualities of a proficient chairperson will be defined</li> </ul>
Workers Health and Safety Commission (WHSC)	½ day	<ul style="list-style-type: none"> <li>▪ An overview of the WHSC including how the Commission processes a complaint</li> <li>▪ Discussion will focus on the work of local Health and Safety Committees, how to establish a committee in our workplace, and problems encountered by committees when complaints are not addressed</li> </ul>
Collective Bargaining	½ day	<ul style="list-style-type: none"> <li>▪ Overview of legislative framework and activities the union undertakes in preparation for and during negotiations of our Collective Agreements</li> <li>▪ A role-playing session will provide participants with a simulated feel to what elected members of the union's variety of negotiating teams undergo in seeking the best agreement available from the employer</li> </ul>
Pension Plans	½ day	<ul style="list-style-type: none"> <li>▪ This introductory course will generally review pension plan features including employee contributions, employer contributions and some examples of fund investments will be explored</li> <li>▪ Discussion will include: benefits at retirement; taxation at retirement; the formula used to retire; and the integration of CPP at age 65 and the benefits of taking CPP at age 60</li> <li>▪ Explanation of the income test that OAS (old age security) is subject to</li> </ul>

Labour History	½ day	<ul style="list-style-type: none"> <li>▪ Overview of labour history dating back to the very first unions in the country to the legislative recognition of the Trade Unions and the legalizing of the right to assemble in unions to modern day issues</li> </ul>
Political Action	½ day	<ul style="list-style-type: none"> <li>▪ The importance of political action to the union movement will be the focus of this session</li> <li>▪ This workshop will explore the various forms of political action, their importance in a political environment, and advanced ways of motivating the membership to action</li> <li>▪ Coalition building is highlighted</li> </ul>
Leadership Skills	½ day	<ul style="list-style-type: none"> <li>▪ The characteristics of a workplace leader will be illustrated through case scenarios and discussion</li> <li>▪ Participants will be exposed to effective communication skills for use with members and employer representatives</li> <li>▪ Motivational exercises to lead others will be presented</li> </ul>
Emerging Issues	½ day	<ul style="list-style-type: none"> <li>▪ At any given time the union is confronted with unpredictable and unforeseen challenges</li> <li>▪ A lay-off, threats to collective bargaining or proposed regressive legislation threaten our work lives</li> <li>▪ Through the use of examples of campaigns and strategies, this session will expose the participant to the policies and processes of the union</li> </ul>
Contract Administration	½ day	<ul style="list-style-type: none"> <li>▪ This program will develop participants' understanding and skill in determining whether a member's complaint is a grievance and the process the grievance must follow</li> <li>▪ Developing contract interpretation skills and conducting a purposeful meeting with the employer to defend negotiated rights will highlight this program</li> </ul>

**NOVA SCOTIA GOVERNMENT AND GENERAL EMPLOYEES UNION  
(NSGEU/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
New Activist Program	2 days	<ul style="list-style-type: none"> <li>▪ Understand basic rights and where these rights come from</li> <li>▪ Knowledge of NSGEU structure, resources, and processes</li> <li>▪ Understand importance of unions to workers and society</li> <li>▪ Basic understanding of collective bargaining process</li> <li>▪ Solid understanding of their own collective agreement</li> <li>▪ Understanding of the diversity of NSGEU membership and the value of this diversity</li> </ul>
Stewards – Level 1	2 days	<ul style="list-style-type: none"> <li>▪ Understand role of the steward</li> <li>▪ Improve knowledge of collective agreement</li> <li>▪ Know basics of investigating, writing and presenting grievance</li> <li>▪ Develop skills to mobilize members for problem-solving</li> <li>▪ Develop understanding of human rights legislation and equity issues</li> <li>▪ Basic overview of OH&amp;S legislation</li> </ul>
Stewards – Level 2	2 days	<ul style="list-style-type: none"> <li>▪ Be able to write a grievance on one's own</li> <li>▪ Understand role of steward, ERO and local union</li> <li>▪ Improve understanding of human rights, duty to accommodate, duty of fair representation, and how to keep good records</li> <li>▪ Understand methods to mobilize the membership</li> </ul>
Advanced Steward Workshop	4 – 5 days	<ul style="list-style-type: none"> <li>▪ Advanced grievance case studies; labour law; steward as leader in the workplace</li> </ul>
Steward Mentoring Program	2 weeks in NSGEU office	<ul style="list-style-type: none"> <li>▪ Work at NSGEU head office for 2 weeks</li> <li>▪ Exposed to various ways NSGEU services membership on a daily basis</li> </ul>

Chief Steward Workshops	Held annually	<ul style="list-style-type: none"> <li>Review the steward program, steward training, and improve steward recruitment and retention</li> </ul>
Train the Trainer	4 - 5 days	<ul style="list-style-type: none"> <li>CLC training course in adult education techniques</li> </ul>
Maritimes NUPGE Components School	1 week	<ul style="list-style-type: none"> <li>Developing next generation of activists and leaders</li> <li>Leadership training, advanced steward training, political action, communications, mobilization</li> </ul>
Pre-retirement Program		<ul style="list-style-type: none"> <li>Information on specific pension plans and retirement planning</li> <li>Pension basics, medical and dental benefits, provincial drug program, CPP and OAS</li> </ul>
Bullying and Harassment		<ul style="list-style-type: none"> <li>Train facilitators to provide information and tools in a workshop format to workplace problems of bullying and harassment</li> </ul>
Health and Safety		<p>Seven courses:</p> <ul style="list-style-type: none"> <li>Hazard identification</li> <li>Incident investigation</li> <li>Introduction to joint OH&amp;S committees</li> <li>Introduction to OH&amp;S</li> <li>Overview of regulations</li> <li>OHS for managers and supervisors</li> <li>WHMIS</li> </ul>

**PEI UNION OF PUBLIC SECTOR EMPLOYEES (PEIUPSE/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
Welcome to UPSE	1 day	<ul style="list-style-type: none"> <li>Introduction to union and our history for new members</li> </ul>
Voting Delegates	2 hours	<ul style="list-style-type: none"> <li>Orientation to convention for first time voting delegates</li> </ul>
Steward I and II	1 day	<ul style="list-style-type: none"> <li>Taught by UPSE members who have taken the CLC "Train the Trainer", using CLC material</li> </ul>

**NEWFOUNDLAND AND LABRADOR ASSOCIATION OF PUBLIC AND  
PRIVATE EMPLOYEES (NAPE/NUPGE)**

<b>COURSE</b>	<b>LENGTH</b>	<b>HIGHLIGHTS</b>
Shop Steward 1	1 day	<ul style="list-style-type: none"> <li>▪ Understand role of the steward</li> <li>▪ Improve knowledge of collective agreement</li> <li>▪ Know basics of investigating, writing and presenting grievance</li> <li>▪ Develop skills to mobilize members for problem solving</li> </ul>
Shop Steward 2	1 – 2 days	<ul style="list-style-type: none"> <li>▪ Be able to write a grievance on one's own</li> <li>▪ Understand role of steward, ERO and local union</li> <li>▪ Improve understanding of human rights, duty to accommodate, duty of fair representation, and how to keep good records</li> </ul>
Local Officers Training	1 – 2 days	<ul style="list-style-type: none"> <li>▪ Gain a full understanding of the players, structures, and policies that govern our union</li> </ul>