

Steward's Training I

CUPE NATIONAL 1375 St. Laurent Blvd, Ottawa

March 29, 2014 – 9:00 a.m. – 4:00 p.m.

Submitted by Selena Lashley

Facilitated by Maureen O'Halloran, COPE Ontario

Day 1 Part I

Participants were introduced to Grievance Procedure in Section I of the training with examples and case studies.

The application of the collective agreement in every Canadian jurisdiction must contain procedures, culminating in binding arbitration was explained to us. The Grievance process is of great significance in the Canadian Industrial Relations system.

A grievance process can either go through to Arbitration or withdrawn prior to arbitration thus avoiding the expense, delay and conflict. It was noted that 98% of grievances were settled prior to Arbitration.

The four types of grievances listed below were explained to the participants:

1. **Individual Grievance** - whereby one individual was affected by the suspension where his or her rights have been violated.
2. **Group Grievance** – whereby a group of employees working in one department whose rights have been violated.
3. **Policy\Union grievance** – whereby a complaint is filed by **COPE** on behalf of all the members of the bargaining unit.
4. **Management Grievance** - a complaint filed by managers alleging the Union violating the collective agreement. This kind of grievance is rare.

The COPE grievance fact sheet is an important part of the grievance procedure. (**a sample provided to participants in their package**). It provides all the pertinent facts and guidance for Arbitration since the hearing may not be for a few months later and it is import to have all the facts.

The Grievor – should be interviewed about all the facts of the grievance.

Other people – involved in the event should also be identified and interviewed.

Documents – all relevant documents should be obtained, identified and documented.

Union Steward/Grievance Committee – should prepare a written account of the complainant grievance.

We were shown videos on Arbitration.

Discussed Duty of Fair Representation – whereby a member feels that he or she was not represented fairly by the Union.

The first day of the workshop went very well with interesting discussion on cases in Arbitration. The examples of cases were very interesting.

Stewards Training II

March 30, 2014 – 9:00 a.m. – 4:00 p.m.

Day 2 Part II

Maureen recapped the previous day's training before proceeding.

We were given a few cases then an exercise to interpret the language of the collective agreement implications.

Participants received some very interesting samples of grievances, case studies, problem solving, and grievance mediation. We role played grievance arbitration which I thoroughly enjoyed. It gave us an in-depth look at negotiating.

We were also given samples of when a complaint is not a grievance.

Maureen is an amazing and dedicated facilitator.