

CLC Women Summer School
Transforming Conflict Into Union Solidarity
July 12 to 17, 2014
Port Elgin, ON

I feel very privileged to have been able to participate in this weeklong training. I think this training is of great importance to help deal with conflicts in the workplace.

We begin with an overview of definitions and sources of potential conflicts in the workplace. We were given several concrete examples to help identify what conflict is. Different approaches were practiced to help solve conflict. We were shown different strategies we could use to settle conflict before the need to go to arbitration.

There are many types of conflict. We see member to member conflict, we see manager/employee conflict even team conflict. We were shown that conflicts can have negative results, and they can have positive results. We were given examples of both.

We were presented with five strategies to deal with conflict: avoidance, accommodation; competition; compromise; collaboration. The key to deciding an effective response is to know the results you want to achieve. We were also presented with seven Solidarity skills. They would be : encouraging the speaker (body language), open ended questions, restating key points, validating values, generating options and setting limits (taking action).

I enjoyed this workshop and the sharing of personal stories that were brought by the participants from various workplaces and various unions.

Submitted in solidarity,

Ann Duprey

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