



# Internal Member Training Programs/ Conferences & Conventions

SEIU-West offers training for members interested in taking on leadership, activist and representative roles. These programs have been developed with a view to addressing the needs of the SEIU-West membership.

## MEMBER TRAINING PROGRAMS

### Activist Training Camp

The goal of this one day course is for participants to learn, understand and engage on:

- Anti-oppression and building an inclusive front
- Skills-share opportunities with other activists around the Union
- Strategic thinking/planning about your activism
- Activities to enhance your organizing, communication, and leadership skills

*This course is designed for any member who is interested in expanding their activism in the social justice community.*

### Advanced Leadership Development

Objectives for this one day course are for participants to learn, understand and engage on:

- The key practices of union building leadership
- Possible barriers to leadership development
- Modes of conflict
- Teamwork and group dynamics
- How to run an effective meeting
- How to engage members
- Different styles of leadership and how to apply them
- How to choose the way to respond to conflict in any given situation
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance.

*This course is designed for Unit Executive Officers and Senior Shop Stewards.*

### Anti-Harassment and Workplace Bullying

Through participatory theater, participants will learn, understand and engage on:

- The definitions of inappropriate behaviour that constitute harassment as defined in legislation
- The difference between harassment and bullying
- The effect of workplace bullying
- The role of the Union in these situations
- The importance of note taking throughout all steps of the Complaint process

*This course is designed for Unit Executive Officers and Shop Stewards.*

## **Internal Member Training Programs / Conferences & Conventions**

### **Complete Stewards in Action Training**

Objectives for this three day course are for participants to learn, understand and be better prepared to fulfill their import role and includes:

- Introduction to the structure and history of SEIU-West
- The roles and responsibilities of the Shop Steward
- How to handle grievances and complaints
- How to represent members in meetings
- How to identify concerns and grievances
- Steps of the grievance process
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance
- How to fill out the grievance report
- Meeting with Management Tips and role plays
- Practice with the collective agreement

*This course is designed for any Unit Executive Officer or Shop Steward who represents members, meets with management on behalf of the Union.*

### **Cultural Diversity and Inclusion**

Objectives of this two day course are for participants to learn different aspects of diversity and how to engage a diverse workforce. Participants will:

- Learn about the history of Immigration to Canada
- Understand the needs of a changing workforce
- Understand what it's like to be a new Canadian
- Learn different aspects of religions and cultures
- Gain tools to create an inclusive work environment
- Learn how to stand up against racism
- Be aware of human rights legislation around cultural diversity

*This course is designed for any member who is interested in ending racial discrimination.*

### **Domestic Violence at Work Training**

Objectives for this two day course are for participants to learn, understand and be better prepared to address Domestic Violence at work. Participants will:

- gain a deeper understanding of the dynamics of domestic violence at work and the role of the union and employer in addressing it
- learn ways to best support members who may be experiencing domestic violence, including how to recognize and respond to the warning signs and risk factors
- start the conversation to build awareness about domestic violence at work among your membership
- develop strategies that build support for collective bargaining and legislative initiatives;
- Learn about referrals and pathways to community resources

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*This course is designed to train union representatives in our workplaces to be able to respond to members who may be experiencing domestic violence. This may include stewards, health and safety representatives, member education facilitators, or staff.*

### **Duty to Accommodate (DTA)/Attendance Management Training**

Objectives for this one day course are for participants to learn, understand and engage on:

- The role of the steward in the DTA process and Attendance Support Programs
- The tools necessary to provide Union Representation to members
- The importance of note taking and utilizing the form throughout all steps of the Attendance Management process

*This course is designed for any active Unit Executive Officer or Shop Steward who has taken Stewards in Action Level I or Complete Stewards in Action Training.*

### **Facing Management Level II (the level 1 course is retired)**

Objectives for this one day course are for participants to learn, understand and engage on:

- Strategies for meeting with management
- How to represent members at investigation/disciplinary meetings
- The importance of record keeping, proper investigations, note-taking, grievance reports and utilizing the Investigation Sheet throughout all steps of the grievance

*Facing Management Level II is designed for any active Unit Executive Officer or Shop Steward who has taken Stewards in Action Level I or Complete Stewards in Action Training.*

### **Occupational Health & Safety- Knowledge to Action**

Objectives for this one day course are for participants to learn, understand and engage on Workplace Health and Safety. Participants will leave with a better understanding of their role on the OHC and will be prepared to address issues at the OH&S Committee level such as:

- Workload pressure
- Stress in the workplace
- Harassment and Bullying
- Mental Health
- The Right to Refuse
- Best practices for effective OH&S Committees

*This course is designed for SEIU-West Occupational Health Committee (OHC) members and alternates.*

### **Stewards in Action Level I**

Objectives for this two day course are for participants to learn, understand and be better prepared to fulfill their import role and includes:

- Introduction to the structure and history of SEIU-West
- The roles and responsibilities of the Shop Steward
- How to handle grievances and complaints
- How to represent members in meetings and meeting with management tips
- How to identify concerns and grievances

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- Steps of the grievance process and how to fill out the grievance report
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance
- Communication strategies with members on Union issues
- The bigger picture (political action and why it is important)
- Practice with the collective agreement

*This course is designed for any Unit Executive Officer or Shop Steward who represents members, meets with management on behalf of the Union.*

### **Stewards in Action Level II - The Next Step**

Objectives for this one day course are for participants to learn, understand and engage on:

- The roles and responsibilities of the Shop Steward
- How to handle grievances and complaints
- The steps of the grievance process
- How to write a grievance report.
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance

*This one-day course is designed for any Unit Executive Officer or Shop Steward who represent members, meet with management on behalf of the Union, and have previously taken the Stewards in Action, Level I course.*

### **Technical Course Level I - Investigations and Progressive Discipline**

Objectives for this one day course are for participants to learn, understand and engage on:

- The expectations and responsibilities of the Steward's role with respect to member representation and their interactions with the Member Resource Centre (MRC) and their Union Representative
- The significance and technical requirements of a proper investigation and how that will either win or lose a grievance
- The principles of Progressive Discipline
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance

*This course is designed for Shop Stewards and Unit Executive Officers.*

### **Technical Course Level II – Investigations & Grievance Process**

Objectives for this one day course are for participants through a comprehensive review of advanced case studies will learn, understand and engage on:

- The expectations and responsibilities of the Steward's role with respect to member representation
- The complexities of the grievance process from step one through to arbitration
- The significance and technical requirements of the Duty of Fair Representation
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance

*This course is designed for Shop Stewards and Unit Executive Officers.*

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### **Technical Course Level III – Investigations and Formal Documentation**

Objectives for this one day course are for participants to learn, understand and engage on:

- The steps to a successful investigation and the documentation that supports that success
- Hands-on instruction in 'what to do vs. what not to do' in the use of the applicable documents • In-depth understanding of the link between documentation and investigations
- Preparedness to investigate, record, and to advise members of the investigation and documentation process at the shop-floor level

*This course is designed for Shop Stewards and Unit Executive Officers.*

### **Turtle Island**

Objectives for this two day course are for participants to learn, understand and engage on:

- Indigenous history, spirituality, and societal injustices including the history and legacy of residential schools and the sixties scoop
- Working in solidarity with Indigenous, First Nations and Métis Brothers and Sisters
- Working in a comfortable and supportive environment in which to explore attitudes, ideas and questions
- Treaties and aboriginal rights
- The Truth and Reconciliation's 94 Calls to Action

*This course is available to SEIU-West members, stewards, union leaders or activists.*

### **Unionism 101**

This course is designed for any member who has not taken any other union training and objectives for this one day course are for participants to learn, understand and engage on:

- The basics of unions
- How to connect with SEIU-West to stay current on union activities; the virtual bulletin board; social media
- Union Myths and facts
- Seiu-West Structures
- Opportunities to get involved
- Union principles, Inclusiveness, Diversity

*The goal is to reach everyday members and create an understanding of SEIU-West and what makes our union special. This is a beginner course for rank and file members who are not already Shop Stewards or Unit Executive officers.*

### **Unionism in Practice**

Objectives for this one day course are for participants to learn, understand and engage on:

- Understanding union principles
- Discussion on public services we rely on
- Leadership and communication skills
- Understanding and learning healthy workplaces and mental health issues

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- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance

*This course is designed for any member interested in union values.*

### **Unit Leadership - Building Strength and Solidarity**

The goal of this one day course is for participants to learn, understand and engage on:

- The role of each of the Unit Officer positions and how to work as a team
- The structure of SEIU-West and the organizational chart
- Communications strategies including social media
- Skills for facing management and the importance
- The importance of note taking and utilizing the Investigation Sheet throughout all steps of the grievance

*This course is designed for newly elected Unit Executive Officers.*

## **CONFERENCES & CONVENTIONS**

### **Bargaining Conference**

A bargaining conference for your sector or unit may be called to discuss bargaining proposals for your unit. This occurs in both newly organized units as well as those units covered by an existing collective agreement. Watch for notification on your Union bulletin board.

*Note: There may not always be a bargaining conference called for your unit or sector.*

### **Bi-Annual Convention**

The convention is the most important bi-annual gathering of our members. It is an opportunity to discuss and debate policy, elect members to executive positions, and consider proposed amendments to the SEIU-West Constitution. It is two full days of SEIU-West members sharing ideas with each other to build their union. Highlights include:

- Guest speakers that engage and inspire
- Presentations on the state of your union
- An opportunity to debate resolutions on the convention floor

*Note: This Convention has specific eligibility criteria based on Unit size to ensure fair representation.*

### **Committee Conferences**

Hosted by the SEIU-West Committees, the objectives for this one day conference is to focus on issues pertaining to their groups, aligning with their Terms of Reference.

### **Leadership Conference**

Designed for SEIU-West unit leaders, the bi-annual conference provides a unique forum for Unit Chairs across the province to work together to advance the interests of our members, exchange experiences and information, learn from each other, and discuss and develop ways to coordinate action. This is also an opportunity to receive an update on the state of our union's departments and finances.

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### **Build Power, Win Justice!**

This conference is a unique opportunity for members to gather to hear from guest speakers, participate in small group sessions, and build solidarity. The objectives for this two day conference are for participants to learn, understand and engage on:

- Current social and political issues
- Strengthening the Labour Movement
- Telling your story and questioning the narrative in media
- Improving conditions, such as job security, pensions and benefits for all workers
- Creating more meaningful connections with our membership and our communities