



Centre for Leadership and Community Learning COURSE OUTLINE

Division: Centre for Leadership and Community Learning
Program: Individual Management/Leadership Electives
Course Code: **MGMT 385**
Course Title: **Managing in a Unionized Environment**
Course Effective Date:

Previous course code & title:

Required

Elective

Credits: 1.0

Total Course Hours (face-to-face): 14

Lab Hours (if any): NA

Practicum Hours (if any): NA

Delivery Method:

Face-to-face

Distance

Online

Prerequisites: **None**

Equivalent Course(s) within the JI:

Brief Description:

This two-day course is designed to support supervisors and managers in building a healthy relationship with their unionized staff. Team-taught by a senior manager and a local union president, the course focuses on an interest-based approach to negotiations and problem solving. Participants will learn ways to break out of the traditional "management acts, union reacts" model and focus on building trust and joint ownership of mutually beneficial projects; create effective labour/management meetings; and analyze the grievance and arbitration process within their workplaces. Practical applications and an opportunity to practice skills are a major focus of the course.

Evaluation Profile:

Attendance only

Credit / No Credit

Complete/Incomplete

Pass/Fail

Letter Grade

% Grade

Passing Grade (if applicable): **Credit granted**

Evaluation Methods and Percentage of Total Grade:

100% attendance in all classes;

Self evaluation

Active contribution in large and small group discussions and activities.

Role plays



Learning Outcomes / Goals:

At the end of this 14 hour, 2 day program participants will learn ways to build healthy relationships between management and staff through interest based negotiations and problem solving.

Learning Objectives:

Upon successful completion of this course, the participant will be able to:

Define the leadership issues relating to their workplace that support a positive labour management climate.

Discuss the union's role in the workplace.

Explain the necessary elements for a positive labour management relationship.

Describe how interest based negotiations can improve the working relationship between labour and management.

Discuss both the management and union perspective on progressive discipline and the grievance process

Conduct an effective grievance/progressive discipline meeting in their workplace.

Course Topics/Content:

Establishing the philosophical or value base for the relationship with the union and your employees

Positional Bargaining

An Interest Based Approach

Steps to Collaborative Problem Solving

Progressive Discipline

Factors in Penalty Determination

Mitigation

The Grievance Procedure

Grievance Analysis

Arbitration

Settlement

Job Jurisdiction



Text and Resource Materials:

Required:

Recommended:

Comments and Course Policies:

Evaluations:

Course outline changes: All changes to course outlines communicated to learners in class.

Jl Policies refer to website:

www.jjbc.bc.ca/studentsservices/main/academicsservices/policies.htm