

Skills for Representatives – Stage 1

Course Overview

The training program focuses on skills development, as well as building and applying knowledge around award and agreement interpretation, grievance handling, problem solving and the processes of negotiations. It is designed to equip workplace reps with all of the foundation competencies required to perform effectively in their role.

Learning Objectives

At the end of the program, participants should be able to demonstrate the following learning outcomes:

- Apply effective communication techniques to initiate contact with workers
- Identify barriers to union membership and activism
- Analyse issues within the workplace
- Respond appropriately to workers objections
- Explain the benefits of acting collectively
- Use motivational techniques with workers
- Make a presentation to workers

Course Content

Sessions	Learning Objectives
Introductions and course overview Why unions?	To describe the different needs of workers and employers and why workers need unions

Sources of workers' rights Laws, awards and agreements	To describe the four key sources of workers rights and discuss what types of rights generally apply
Workplace Representatives Role and rights	To consider how an effective union workplace operates To explain the role, rights and responsibilities of workplace representatives
Problem Solving Grievance Handling	To develop strategies for participants to identify, process and deal with problem solving in the workplace To introduce a framework for interpreting awards and agreements
Communication skills Questioning and listening Talking to workers 1:1	To develop appropriate listening and questioning skills required to be an effective workplace representative
Handling and overcoming objections Talking union	To apply a framework to overcome objections To practice talking to workers effectively on a 1:1 basis
Group presentations Adult learning principles	To describe the different ways in which adults learn To identify different methods that could be applied in presenting to a group of members
Getting active in your workplace	To introduce the concept of mapping a workplace and analysing workplace issues To discuss other activities participants will be required to do before Day 3 of the program

Review	To discuss key learning from the previous training sessions and what has occurred on the job
Group presentations	To demonstrate giving a group presentation about an issue in their workplace
Group presentations	To describe the rules and principles of negotiation
Negotiation skills	To discuss the different phases of negotiation and key actions
Negotiation exercise	To develop plans for undertaking a workplace negotiation
	To demonstrate the processes and key phases of negotiation
	To apply the key rules and principles of negotiation
Plenary and evaluation	To discuss key learning from the course and activities they have undertaken
	To identify key activities they can undertake as part of a group or self/personal development process after the course