

Table of Contents

Building a strong foundation.....	2
Communications.....	8
Looking at the big picture.....	9
Health and Safety Learning Series.....	11
Steward Learning Series (SLS).....	14
Bargaining Education Program.....	19



Building a strong foundation

Building a Strong Local Union

14 hours

With the right vision, your local can be stronger. This workshop covers:

- issues, problems and solutions that are relevant to your local
- strategies for making your local more inclusive
- an action plan to strengthen your local

Clear Language

9 hours

We rely heavily on the written word to inform our members of their rights and to encourage them to participate in the workplace, the union and the community. But our communications aren't always as effective as we would like.

This workshop will help you develop clear writing and design skills to reach more members and make your local stronger.

Combatting Workplace Bullying

6 or 9 hours, or 3-hour joint session with management

Bullying hurts everyone. As union members, we have a role to play in combatting workplace bullying. Come and talk about:

- What bullying is
- How bullying hurts everyone
- How not to be a bystander
- How the union can make a difference

Conflict Resolution

9 or 14 hours, or weeklong

Conflict is a natural part of our lives. Learning to handle it well improves relationships with other members, co-workers and the employer. In this workshop, you will:

- deepen your understanding of conflict
- strengthen your communication skills
- practice responding to conflict

Creating Racial Justice

9 hours or weeklong

Stopping racism in the workplace and the union will benefit everyone. In this workshop, you will:

- deepen your understanding of racism
- explore the history of racism and colonialism in North America
- explore how to be an ally for racial equality

Duty to Accommodate

9 hours

Learn about the rights and responsibilities of both employers and unions under the Duty to Accommodate. In this workshop you will:

- explore case law, key concepts and the prohibited grounds of discrimination under human rights law
- learn to make the case for accommodating workers and how to help union reps and employers come up with appropriate accommodations for members
- Look at how we can break down stereotypes and stigma to support the accommodation process for those who need it.

Financial Officers

2 days

This workshop is for secretary-treasurers and trustees. You will practice:

- keeping a monthly ledger
- filling out the per capita tax form
- preparing a budget
- auditing the books

Health and Safety: An Introduction

9 hours

This course serves as an introduction into the world of health and safety, and explores different basic concepts such as:

- Identification of hazards
- Hierarchy of controls
- The basic role of health and safety committees
- Basics on the right to refuse

NOTE: See more Health and Safety courses in the Health and Safety Learning Series

Human Rights – An Introduction

Weeklong

This course provides leaders and activists with the opportunity to develop the skills and perspectives we need to build a stronger, more inclusive union.

Employers use racism, sexism, homophobia, transphobia, and discrimination against people with disabilities to divide us as workers. We'll focus on the role the union can and does play in advancing equality and challenging employers.

Introduction to CUPE

9 hours

In this workshop you will:

- deepen your understanding of union values
- learn about CUPE's structure
- find out how unions solve problems
- gain skills that will help you play a stronger role in your CUPE local

Learning about First Peoples

14 hours or weeklong

How do we create a welcoming, inclusive, and discrimination-free environment for Indigenous members in the workplace and in the union? In this workshop you will:

- identify the injustices that Indigenous people have faced and still face today
- learn how Indigenous peoples have resisted injustice, including the Idle No More movement
- analyze why oppression of Indigenous peoples continues today
- strategize about actions we can take as allies to support justice for Indigenous peoples

Learning at Work – It’s Our Right!

9 hours

Literacy and essential skills are union issues. Workplace learning programs help our members upgrade these skills. In our ever changing workplaces, it’s important for all to know what these programs can offer CUPE members.

You will leave this workshop with the tools needed to set up a workplace learning program for your members.

Parliamentary Procedure

9 hours

Have you ever sat through formal proceedings at a meeting or convention and wondered what a “point of order” is? If so, this workshop is for you! Come and learn how to participate better in union meetings and conventions.

Pensions

9 hours and weeklong

Pensions are our deferred wages. That’s what makes them a union issue – whether you’re trying to get a workplace pension for your members or are trying to protect the one you have. In this workshop, you’ll learn about:

- Government pensions – the Canada Pension Plan, the Old Age Security Program and the Guaranteed Income Supplement
- The different kinds of workplace plans and why some are better than others
- The attacks on workers’ pensions – and how we can fight back as union members

Recording Secretaries

9 hours

This workshop helps Recording Secretaries learn about their role and duties.

Learn how to:

- take minutes at meetings
- organize paper and electronic files
- write clear, effective correspondence

Saying “NO” to harassment

9 hours

How do we recognize harassment? What are the impacts of harassment and what can the union do about it?

This workshop will help you understand:

- what harassment is
- how to handle complaints
- how to use contract language, education, and workplace policy to prevent harassment

Stewarding – An Introduction

9 hours

What does a CUPE steward do? If you are a new steward and want to learn how to help CUPE members solve workplace problems, this introductory workshop is for you!

In this workshop you will learn:

- investigating workplace problems
- filing a grievance
- meeting with management
- dealing with workplace complaints

NOTE: See more Stewarding courses under the Steward Learning Series

Union Supervisors in the Workplace

6 hours

This workshop will help you build union solidarity in locals where some members of the union supervise other members. It provides tips on how unionized supervisors can carry out their duties and discusses how locals can ensure that tensions between supervisors and those supervised don't get in the way of the local union's activities.

What's in your Collective Agreement

2 hours

Aimed at new members, this 2-hour workshop will provide you with information about:

- how the union works
- what your collective agreement says
- what to do if you have problems at work

Women Breaking Barriers

9 hours and weeklong

Learn about women's oppression, politics and social change – all from a woman's perspective. Explore the barriers, challenges and opportunities for women in the union. Discover your own personal leadership style and develop a plan to for your personal next steps.

***NOTE:** This workshop is open to member who identify as women*



Communications

Communicating CUPE

Weeklong

Do you want to build a more powerful local internally and externally? Communication is key. Come and learn skills to reach your members and the public. You will get hands-on experience developing campaigns, media skills, newsletters and electronic communication with members. Take this workshop and watch your local take off!

Public Speaking

9 hours

This workshop will help you gain the confidence you need to speak up at a meeting or public event. Take the opportunity, in a supportive environment to practice speaking on various issues and resolutions. Learn ways to deal with nervousness, and how to prepare and present.

Social Media

9 hours

Facebook, Twitter, YouTube... How can they benefit my local? How are groups using social media for activism? How can I deal with people's resistance? What are the guidelines for using social media? Explore questions like these and get lots of hands-on practice in CUPE's Social Media workshop.

Women Speaking Up

9 hours

Feel more comfortable "speaking up" in different situations – speeches, meetings and one-on-one communication. In this workshop, you will:

- know what makes a speech or presentation effective
- learn and practice tips for dealing with nervousness
- prepare an outline for a speech or presentation
- gain experience speaking in front of a supportive group

NOTE: This workshop is open to members who identify as women



Looking at the big picture

International Solidarity

6 hours

In today's world, we're all connected across borders. Global, international trade and investment agreements consolidate global corporate power. We need to consolidate global workers' struggles to build union power. CUPE's solidarity must expand beyond our borders if we are serious about achieving equality and justice for all workers.

In this workshop, participants will:

- explore the root causes of global inequality, austerity and privatization
- identify where we have power to act
- strategize about solidarity actions

Labour History and the Class Struggle Today

9 hours

Unions have led the charge for shorter work weeks, health and safety legislation, collective bargaining rights, benefit and pension programs, and much more. Now unions are under attack. In this workshop, we will explore:

- the history of unions in Canada and key moments in CUPE's 50 year history
- why unions are under attack
- who benefits when workers' rights are weakened
- what we can learn from our history to help us move forward and build our power at the bargaining table and in the political arena

Taking on Privatization

6, 9 and 14 hours

This workshop examines the biggest threat to CUPE jobs and public services.

Find out how to:

- spot the early warning sign of privatization
- respond to privatization and contracting-out threats
- build a campaign to fight privatization in your local

Using our Power at Election Time

6 or 14 hours

School, municipal, provincial or federal election coming up? The outcome of elections affects workers, public services and equality rights.

This workshop covers the political context we're in, and how to get involved to make a difference. It also helps you get ready to engage our greatest source of power in any election: our members.



Health and Safety Learning Series

Before you start the series, you must complete the 9-hour Introduction to Health and Safety workshop. After that, you can start taking modules in the Health and Safety Learning Series. All modules are **3 hours**.

To receive a Health and Safety Learning Series Certificate, you must complete:

- **All** modules in *the Skills section*
- **At least 3** modules of your choice from the *Perspectives section*
- **At least 3** modules of your choice from the *Hazards specific section*
- The modules don't have to be taken in any particular order

Skills Section

H&S: Basics of Incident Investigation

Learn how to identify root causes of workplace incidents, injuries, and diseases, common routes of entry of toxic substances, and your role in the investigation process.

H&S: Identifying and Documenting Hazards

In this module, you will learn techniques for identifying hazards, such as body maps, surveys and inspections. You will also develop a methodology for dealing with the hazards you find.

H&S: Law and Orders

This module covers the basic origins of health and safety law, how to find, read and interpret relevant section of law and highlights some of the more important aspects of the specific health and safety law that applies to you.

H&S: Making Committees Work

This module explores the structure, role and function of health and safety committees, their strengths and limitations, and how they can best work within the legislative framework, and within our union.

Perspectives section

H&S: Equality in Health and Safety

Coming soon

H&S: Preventing Mental Injury at Work

New forms of work, job insecurity, work intensification, high demands, violence and a resulting poor work-life balance are resulting in psychosocial and mental health problems in CUPE workplaces. This module focuses on the workplace as the cause of mental health issues, and not the individual. Discuss strategies and actions that actually help make workplaces psychologically healthier and safer.

H&S: Solidarity beyond Borders

Health and safety standards are starkly different around the world. Trade deals signed by our government not only keep workers in other countries down, but can also hurt Canadian workers. This module examines a few of the socioeconomic and political realities of the global workforce to illustrate how poor health and safety laws around the world make it harder for us to bring positive change to workers in Canada.

H&S: Women and Work Hazards

This module looks at the impact of the physical and social work environment on women's health, and ways to influence research, policy and practice to reduce the health disparities related to gender.

Hazard Specific Section

H&S: Ergonomics

This module looks at the musculoskeletal injuries in the workplace, such as strains or carpal tunnel syndrome, the risk factors and the employers' obligations to prevent these types of injuries.

H&S: Harassment Prevention in the Workplace

Coming soon

H&S: Indoor Air Quality

Coming soon

H&S: Violence Prevention in the Workplace

This module examines the risk factors that lead to violence in the workplace, and the employer's obligations to prevent workers from being exposed to and injured by violence while at work. We examine relevant health and safety law, and start to develop strategies to make our workplaces safer.

H&S: Workload and Overwork

Coming soon



Steward Learning Series (SLS)

Before you start the series, you must complete the 9-hour Introduction to Stewarding workshop. After that, you can start taking modules in the Steward Learning Series. All the modules are **3 hours**.

To receive a Steward Learning Series Certificate, you must complete:

- **All** modules in *Section A*
- **At least 7** modules of your choice from *Section B*, including at **least 3** Equality Modules (with an *)
- The modules don't have to be taken in any particular order

Section A

SLS: Being an Ally for Equality

Championing human rights in the workplace and the union is an important role for stewards. What does it really mean to be a good ally?

SLS: Creating an Accommodation-Friendly Workplace

Learn the legal framework for the duty to accommodate, what a good accommodation process and plan look like, and what to do if the employer is not willing to provide reasonable accommodation.

SLS: Handling Discipline and Discharge

Learn about key legal concepts and terms, the role of the stewards during the employer's investigation, when discipline is given, and during grievance meetings, and how to develop effective arguments.

SLS: Handling Grievances

In this module stewards teach each other "best practices" and share strategies for handling difficult grievances.

SLS: Representing Members in Front of Management

This module equips stewards to be proactive when meeting with management. Learn tips for effective meetings, and build confidence by practicing meeting situations.

SLS: What's our Duty?

Learn about where stewards get their authority in the workplace, the duty of fair representation, and other labour laws that cover the workplace.

Section B

SLS: Building your Case

Good grievance handling means keeping well organized files. Learn how to research a case thoroughly, how to separate facts from opinions, and tips for taking good notes.

SLS: Challenging Homophobia in the Workplace *

What is homophobia and transphobia, and how do they play out in our workplaces, locals, and communities? Learn how a steward can challenge this kind of discrimination, and represent members that experience homophobia in the workplace.

SLS: Challenging Racism in the Workplace *

This workshop covers what racism looks like in the workplace, and your role as a steward in challenging it.

SLS: Connecting with Indigenous Workers *

Explore how your local can demonstrate solidarity with Indigenous members, and your role as a steward in promoting justice for Indigenous members in the workplace.

SLS: Conflict Resolutions Skills for Stewards

Knowing how to handle conflict well will improve your relationships with members and the employer. Learn about the different responses to conflict and practise communication skills that will help in situations of conflict.

SLS: Creating Gender Equality *

How do you know if gender inequality is happening in your workplace? Learn about gender inequality and ideas for how stewards can challenge sexism in the workplace.

SLS: Creating Harassment-Free Workplaces

Learn how to recognize harassment, educate the members about harassment, and represent members who are involved in harassment complaints.

SLS: Creating Psychologically, Healthy and Safe Workplaces

What is a psychologically healthy and safe workplace? Learn to identify the psychological hazards in our workplaces, and the role of the steward in eliminating psychological hazards.

SLS: Disability Issues for Stewards *

There are workers with disabilities in every workplace. Learn about different kinds of disabilities and what you can do as stewards, to create accessible workplaces.

SLS: Green Action for Stewards

How will greening our workplaces impact workers? What does a green workplace look like? What action can we take to address environmental issues? Explore answers to these questions and more, from a steward's perspective.

SLS: Literacy Awareness for Stewards

Learn about the role of literacy in a steward's job and within the union, literacy resources within CUPE and the community, and what you can do to support members around literacy at work.

SLS: Mediating Member-to-Member Conflict

In this module, stewards practice coaching members who are in conflict with other members, and work with a four-step approach to basic mediation techniques.

SLS: Mobilizing Workers

Stewards can play a key role when the union needs to mobilize its members. Learn basic mobilization theory and practice new skills by working with current CUPE campaigns.

SLS: Notetaking

Why do I have to take notes? What kind of notes should I take? Are my notes private? This module answers important questions like these, and provides practice time to work on note taking skills.

SLS: Resolving Grievances without Going to Arbitration

The union wins most grievances without going to arbitration. In this module, stewards discuss the pros and cons of going to arbitration, and develop strategies and skills to settle grievances.

SLS: Social Media

Coming Soon

SLS: Taking on Privatization

Learn about the different forms of privatization in CUPE workplaces, and how it impacts our members, services, and the public, and what we can do about it as stewards.

SLS: Understanding Mental Health

Explore the steward's role in supporting and representing members around mental health and mental illness. Learn what to do about stigma, and how to approach a conversation with a member about a possible mental health issue.

SLS: What Stewards Need to Know about Arbitration

Although most grievances get settled, some go to arbitration. Learn about the arbitration process, terms, mediated settlements, and the role of the steward before and during arbitration.

SLS: What Stewards Need to Know about Health and Safety

Stewards need to work with health and safety activists to ensure the workplace is healthy and safe for members. Learn about health and safety rights, and how stewards can support this important area of union work.

SLS: What a Steward Needs to Know about Bargaining

Learn about the different steps in the bargaining process, the responsibilities of different activists throughout bargaining, and the role that stewards play during bargaining.

SLS: Hot Topics/Current Issues

From time to time additional modules may be added, that focus on issues of the day that are relevant to stewards.



Bargaining Education Program

About bargaining

How bargaining works

3 hours

This module can be added to other parts of the Bargaining Education Program. It covers the legal framework for collective bargaining and where we get our power as a union.

Bargaining solidarity

Weeklong

This workshop uses an intensive roleplay to help union activists develop the skills they need to build and maintain solidarity throughout the bargaining process. Discussions include analyzing internal and external forces that influence collective bargaining, identifying effective strategies and tactics for engaging members, and thinking about ways to reach marginalized members.

Note: This workshop is for activists who want to learn how to use collective bargaining to build union power. This is not a “learn how to bargain” workshop.

Preparing to bargain

Strategic planning for bargaining

1-2 days

In this workshop, the local executive:

- analyzes the internal and external factors that impact bargaining
- sets goals for bargaining
- prepares a work plan to steer them through the bargaining process

Note: This workshop is for the local executive

Analyzing your collective agreement

3 to 6 hours

In this workshop, the local executive:

- analyzes their contract and identifies gaps
- learns about the Collective Agreement Information System (CAIS) and the importance of using clear language.

Note: This workshop is for the local executive

Surveying the members

3 to 6 hours

In this workshop, participants learn:

- How to develop and use a bargaining survey in a way that is effective and strategic
- How to word questions clearly
- Effective ways to circulate a survey and collect and analyze results
- How to use a survey to develop proposals
- How to use survey results to support the union's arguments at the bargaining table

Note: This workshop is for the local executive or bargaining committee (whoever handles the bargaining survey)

Mobilizing for bargaining

6 hours

In this workshop, members of local Mobilization Committees look at effective ways to engage members before bargaining begins, and throughout the bargaining process.

Note: This workshop is for the Mobilization Committee

Notetaking for bargaining

3 hours

Bargaining notes are critical – during bargaining and when new language is being implemented after bargaining has ended. Learn how to read the room, understand body language, take good notes, and store notes after bargaining.

Note: This workshop is for bargaining committee members

Bargaining

At the bargaining table

9 hours

This workshop gives bargaining committee members the training they need, when they need it, so they can get the best deal possible for their members. It is delivered by the national servicing rep and happens in stages throughout negotiations. The workshop explores how to work effectively in caucus, as well as at the bargaining table.

Note: This workshop is for bargaining committee members

Strike prep

Preparing for a successful strike

9 hours

To be effective, a strike needs to be well organized. This workshop covers the four pillars of a well run strike: administration, finance/strike pay, communications and picket schedules.

Note: This workshop is for the Strike Committee

Picket captain training

3 hours

In this workshop, picket captains learn about:

- the issues in dispute
- the strike plan
- their responsibilities
- how to manage situations that might come up on the picket line

Note: This workshop is for picket captains