

# Steward Learning Series

Saturday, November 4/5, 2012

CUPE District Council School  
Kitchener, Ontario

I would like to thank the membership for allowing me to attend the Steward Learning Series course that was recently held at in Kitchener. The course was quite interesting.

The class learned:

- Resolving Grievances Without Going to Arbitration
  - Participants did their best to work out the problems to everyone's satisfaction. Arbitration is an extremely expensive option and should only be used as a very last resort. You can never guarantee an outcome.
- What Stewards Need to Know About Health & Safety
  - Due diligence is everyone's part from contractor's borrowing ladders (a no-no), down to wet floor signage. Do your part so everyone is as safe as they can be.
- Representing Members in Front of Management
  - This role-playing of different scenarios gave insight of not only aurally hearing how to resolve conflicts but acting it out to the best of your abilities. Everyone did really well and was interesting how strategies came into play.

The two instructors kept the course fast-paced and interesting, gave some great scenarios and everyone actively took part in role-playing. It was emphasized to the class to try and work on your weakest skills so I took a chance at playing the role of defending the Grievor in front of a "Management" type person (who played her role REALLY well – very intimidating).

What a great class, well paced and lots of great ideas... When in doubt, file, file, file!

Thank you,

Marg Lemoine