

Steward Learning Series Certificate

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

- All 6 modules from **Section A**
- At least 7 modules from **Section B** including at least 3 of the following:
 - Challenging homophobia in the workplace,
 - Challenging racism in the workplace,
 - Connecting with Aboriginal workers,
 - Creating gender equality,
 - Disability issue for stewards.

members, and work with a four-step approach to basic mediation techniques.

Mobilizing workers

Stewards can play a key role when the union needs to mobilize its members, whether it's to support the bargaining committee, or stop the employer's attempts to contract out union work. Learn basic mobilization theory and practice new skills by working with current CUPE campaigns.

Notetaking

Why do I have to take notes? What kind of notes should I take? What happens to my notes if a grievance goes to arbitration? Are my notes private? Is it better to take notes on a computer or by hand? What happens to the notes I take when the case is finished? This module answers important questions about notes, and provides practice time to work on note taking skills.

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 arbi-

tration and develop strategies and skills to settle grievances.

What stewards need to know about arbitration

Although most grievances get settled, some do go to arbitration. In this module, stewards become familiar with the arbitration process, arbitration terms, mediated settlements, and the role of the steward before and during arbitration.

What stewards need to know about health and safety

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

Hot topics/current issues

This module is an opportunity for stewards to learn more about CUPE campaigns and issues, such as privatization and essential services. Check your education calendar for more information.

Steward Learning Series

Start here!

Introduction to Stewarding

In this nine-hour workshop, new stewards will learn:

- the role of the steward;
- CUPE's structure;
- dealing with workplace problems;
- meeting with management.

After completing *Introduction to Stewarding*, stewards can complete other workshop modules from the Steward Learning Series.

This new series of three-hour modules will give stewards a wide range of knowledge and skills to represent members and respond to situations in the workplace. Some of these modules are mandatory for the Steward Learning Series Certificate, and some are optional.

The following six modules are mandatory for the Steward Learning Series Certificate.

Section A

Handling grievances

A refresher on basic grievance handling, this module highlights the steward's role as educator. Participants teach each other "best practices" and share strategies for dealing with difficult grievances.

What's our duty?

Stewards' roles and responsibilities are covered by various labour laws. Where do stewards get their authority in the workplace? What is the duty of fair representation? What other legislation covers the workplace?

Being an ally for equality

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



Creating an accommodation-friendly workplace

Human rights laws require employers to accommodate workers who face barriers to employment. This module covers:

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

Handling discipline and discharge

For many stewards, discipline and discharge cases are the hardest grievances to handle.

Learn about:

- key legal concepts and terms;
- the role of a steward during the employer's investigation; when discipline is given; and during grievance meetings;
- how to develop effective arguments.

Representing members in front of management

Stewards and supervisors are equals when they meet about labour relations. This module equips stewards to be proactive when meeting with management. Learn tips for effective meetings, and build confidence by practicing meeting situations.



Section B

In addition to the mandatory modules in **Section A**, stewards must take at least 7 of the following modules to complete the Steward Learning Series Certificate. *Of the 7 modules, stewards must take at least 3 of the courses with blue italicized titles.*

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.

Challenging homophobia in the workplace

When homophobia goes unchallenged it leads to a toxic workplace. This module will explore what it is like for lesbian, gay, bisexual and transgender people to live in a world that is geared towards straight people.

Challenging racism in the workplace

Is there racism in your workplace? This workshop covers what racism looks like in the workplace, and your role as a steward in stopping racism.

Conflict resolution skills for stewards

Conflict is a natural part of our lives. It often leads to positive change. Knowing how to handle it well will improve your relationships with members and the employer. Learn about the different responses to conflict and practice communication skills that will help in situations of conflict.

Connecting with Aboriginal workers

As demographics shift, Aboriginal workers are playing an ever-increasing role in the

workplace. In this workshop, stewards will explore strategies for making your locals more inclusive to Aboriginal members.

Creating gender equality

How do you know sexism is happening in your workplace? What does it look like? This workshop provides facts and figures on women's inequality and ideas for how stewards can challenge sexism in the workplace.

Creating harassment-free workplaces

It is the employer's responsibility to ensure a harassment-free workplace, but the union also has a role to play. Learn how to recognize harassment, educate the members about harassment, and represent members who are involved in harassment complaints.

Disability issues for stewards

Disabilities can be physical or mental, visible or invisible, permanent or temporary. There are workers with disabilities in every workplace. In this module, stewards learn about different kinds of disabilities and what they can do to create accessible workplaces.

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 important environmental issues? This workshop will explore answers to these questions and more, all from the perspective of a steward.

Mediating member-to-member conflict

Helping members resolve day-to-day conflicts builds solidarity in the union. In this module, stewards practice coaching members who are in conflict with other