SUPERVISING IN THE UNION ENVIRONMENT

What’s happening in the union based workplace? What are the trends around labour and management? What is different about being a supervisor in a union environment? What happens to an employee who is promoted to supervision? Do they have to like me to work for me? How do I get their respect without sacrificing my authority or position power?

All of these questions and more are answered in this program. Review your role as a supervisor and learn the skills necessary to succeed in your workplace assignment and goals. Learn the power of being an active, responsive, communicative supervisor. Get the results you want without losing the employees in any way. Getting the best from the most is the supervisory skill of today.
Supervising in the Union Environment

I. The Changing Nature of the Union Environment.
   A. A team approach – working together for results
   B. Roles and responsibilities
   C. New work habits for a changing world of work
   D. The human element

II. The Importance of Communication.
   A. Updating
   B. Feedback
   C. Consistency
   D. Listening actively
   E. Responsive communication
   F. Styles of communicating in the union environment

III. Supervisory Roles in the Union Setting.
   A. Team leaders
   B. Coordination
   C. Delegation
   D. Initiation
   E. Implementation
   F. Communication
   G. Leadership

IV. Balancing Demands of Union and Management.
   A. Staying objective
   B. The liaison role
   C. Planned communication
   D. Professionalism – A must
   E. A solution seeking approach

V. Synergy and Synthesis.
   A. Managing and leading
   B. Structuring and functioning
   C. Negotiating and bargaining
   D. Assessing and evaluating
   E. Measuring and controlling
   F. Coordinating and balancing