

**SYLLABUS**  
**for Labour Mediation and Arbitration 101**

**Day One:**

- Establish a learning contract (Non-Harassment contract)
- Find out participants expectations and set our goals
- Defining Conflict
- Conflict Categories
- Conflict Cycles
- Resolution Strategies
- The Types of Grievances and the Intent of each Type of Grievance
- The Legislation – Ontario Labour Relations Act and the Canada Labour Code
- What is Mediation and /or Arbitration. Can I do both?
- What a Steward/Manager Needs to do or know when Dealing with a Grievance
- The Writing of a Grievance – Why is it done this way?
- Managements Duty to Act Fairly – The nexus for grievances
- How can I make the Process Fit my Strategy?
- Role of a Grievance Mediator
- Role of a Grievance Arbitrator
- Role of a Grievance Committee (Union and Management)
- Workplace Investigations – ( best practices during an investigation)
- Role Play – First attempt at an oral Opening Statement
- Assembly of Evidence
- Preparing the Opening Statement

**Day Two:**

- The Opening Statement at a Hearing -- the Do's and Don'ts
- Writing Grievances to the second scenario
- Develop a Wants and Needs list for the Role Play cases
- Role Play - Present First Opening Statements as if at a Mediation Haring
- Debrief – was there an opportunity to settle? Why not ?
- Information gathering - Alcan Canada Products Case,
- The strategic information in recorded cases
- Role Play - Cold Water Case
- Debrief from the Cold Water Case
- Develop a Wants and Needs list and determine how to settle the case
- Discuss what strategies worked best for each role play group
- Examples of Settlements
- Workshop assessments
- Award the Certificates