

SYLLABUS
for Labour Mediation and Arbitration 201

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
- Think Strategically -- Would Multiple Grievances have been useful in Alcan or Class Scenario? Identify the Wants and Needs of all the Parties in each Case.
- The Hearings -- Things to do to Create a Successful Hearing
- Class Scenario(s) hand outs
- Fact sheets development by your Workplace Investigation – Role Play
- The class - Construct What the Grievance(s) May Have Looked Like
- Via Role Play present an oral statement for your party for your scenario

Day Two:

- Critique the Opening Statements and Review what Processes Worked Best for Making an Opening Statement
- Continue with the role play – and Mediate or Arbitrate your scenario
- Mediators write their settlements
- Arbitrators write their awards
- Debrief from the role play - Review of best practices that Worked Best for each Participant as a neutral third party
- Adjournment and Cancellation Protocols
- Mediation / Arbitration Protocols
- Mediation versus Arbitration—Up-Close Comparison of the Two Styles of Settlement
- Settlement Pitfalls – Review of Real Case Scenarios that went Wrong
- How to Write a Memorandum of Agreement or a Lasting Settlement
- Recommendations on how to write an Award
- Choosing a Third Party Neutral
- Collective Agreement Language
- Assessment of the Workshop