

THE BARBADOS WORKERS'
UNION LABOUR COLLEGE



TRAINING PROGRAMME
JANUARY - DECEMBER 2013



INTRODUCTION

*The Barbados Workers' Union is pleased to publish its Labour College Training Programme for the period **January to December 2013**.*

If you have seen our programme for January to December 2012 then you have a very good idea as to the new approach which our offerings at the BWU Labour College involve. The 2013 Programme maintains these changes with some modifications.

Additional offerings include:

*The environment and Sustainable Development
Financial Management Analysis and Workers' Compensation
Industrial Relations Case Studies and Analysis
Human Resources Management Issues*

Courses at the Labour College are designed to:

- ☞ Build worker awareness of the issues/challenges impacting the working environment, and prepare them for the challenges*
- ☞ Enhance worker "soft/people skills"*
- ☞ Prepare workers to be successful in today's world of work*

We urge you to take advantage of this opportunity to:

- 🕒 Learn more about your union*
- 🕒 Get first hand information about industrial relations practices*
- 🕒 Develop leadership and communication skills*
- 🕒 Enhance knowledge of problem solving, grievance handling and conflict resolution techniques*

🕒 Find out more about the world in which we live and how international events affect us

🕒 Make the union stronger through your participation

Union members interested in participating in any of these workshops can either place a call to the Labour College or contact their Shop Steward and indicate their desire to participate.

All nominations should be received at least six weeks before the scheduled date of the workshop in order that proper leave of absence arrangements can be made.

Interested persons should also be aware that specific programmes not listed may be conducted on request, as long as circumstances permit.

Additionally please note, that specified dates may be changed from time to time.

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International Labour Standards – Safeguarding Workers’ Rights—7th—11th CORE

An understanding of international labour standards is one of the essential tools of trade unionism. International labour standards ensure that the growth of the global economy provides benefits to all by providing guidelines for trade union initiatives in both the organised and unorganised sectors.

Course Outline:

The role of the International Labour Organisation in the promotion of workers’ rights

The core labour standards

Labour standards in a global economy

Tripartite social dialogue and the Social Partnership

Action at national level to promote workers’ rights

Organising the informal sector

Course Outcomes:

On conclusion of this course participants will be able to:

- Understand what international labour standards are and how they are created and supervised
- Explain what international labour standards are
- View labour standards from a critical perspective
- Identify and apply international labour standards to specific workplace issues, and to the world around them

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- Engage in informed debate on labour standards and practice
- Appreciate the social partnership process in Barbados

Target Group: All trade union members

No. of Participants: 30

Unique Value of Course: International labour standards adopted by the International Labour Organisation are important tools for measuring and guiding the work done in the trade union movement to safeguard the rights of workers.



Collective Bargaining and Women Workers —14th—18th

This programme is organised by the Barbados Workers' Union Gender Equality Committee.

**Organising Campaigns and Mobilising the Membership
Level 1 – 22nd—25th CORE**

Building and sustaining trade union membership requires comprehensive training in designing and managing effective campaigns. The training is designed to provide both tools and actual experience in mobilising the public and putting pressure on decision makers. The goal is to attain experience and confidence in using the tools.

Course Outline:

- Creating a vision and identifying objectives
- Building a strategy
- Building communication platforms and selecting the

right forms of media and communication (story-telling and drama etc)

- Introducing mapping techniques to research the target workforce and identify those most likely to join
- Using social media as a platform for mobilisation (e.g. Facebook, blogs and Twitter)
- Organising workers
- Campaigning

Course Outcomes:

On conclusion of this course participants should be able to:

- Identify techniques for targeting and planning organising campaigns
- Recognise the role of the organiser in building union strength
- Apply effective recruitment strategies
- Identify what motivates people to act
- Apply techniques to overcome barriers to building a strong unionised workplace
- Communicate effectively with union members and workers
- Plan a campaign

Target Group: All trade union members especially shop stewards

No of Participants: 30

Unique Value of Course: Develop campaigns that result in increase membership and community awareness.



J A N U A R Y

Human Resources Management Issues – 28th—1st

This course examines the theory of HRM and familiarises the participants with current practices in this area.

Course Outline:

- Organisational theory
- Principles of management
- Job analysis and design
- Recruitment and selection
- Performance evaluation and compensation
- Training and development
- Discipline
- Industrial counselling
- Safety and health
- Labour legislation
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Course Outcomes:

On conclusion of this course participants will be able to:

- Recognise trade union issues inherent in emerging trends
- Represent the union on various union/company committees
- Recognise and report on health and safety hazards
- Recognise unfair practices
- Identify worker training needs
- Confidently prepare peer performance assessments

Target Group: All trade union members

No. of Participants: 30

Unique Value of Course: Basic human resources knowledge is necessary if trade union representatives are to adequately conduct industrial relations activities in the workplace.



Communication in the Workplace - 4th—8th CORE

This course is designed to strengthen the participants' skills in effectively communicating with members, potential members and employers.

Course Outline:

- Understanding the communication process
- Methods of communicating
- The importance of effective communication
- Understanding emotions when communicating
- How a message is received
- Non-verbal communication
- Verbal communication
- Basic computer skills

Course Outcomes:

On conclusion of this course participants will be able to:

- Utilise electronic presentation software
- Use e-mail effectively and efficiently
- Prepare informal and formal reports
- Choose the most effective mechanism for communicating the message
- Use verbal and non-verbal communication skills effectively
- Recognise the non-verbal message
- Write an article

Target Group: All members especially division committee members and persons interested in attending the course on Shop Steward Training—Leadership Development Certificate. **Refer to page 12.**

No. of Participants: 20

Unique Value of Course: The key aims are to strengthen participants’ skills to orientate a new employee to the union, address a meeting, develop a communications strategy and to enlist member involvement



The Employment Dimensions of Decent Work - 11th – 15th

The concept of decent work is all about obtaining and maintaining productive and satisfying employment, good working conditions and income security. The decent work agenda seeks to achieve economic and social progress through four inter related dimensions, productive employment, rights at work, social protection and social dialogue.

Course Outline:

- Decent work dimensions and components
- Decent work and the labour movement
- International labour standards
- Social dialogue for decent work
- Social protection and decent work
- Decent work and economic and social development
- ILO Declaration on Social Justice for a Fair Globalisation, the Global Jobs Pact and the Decent Work Agenda

Course Outcomes:

On completion of this course participants will be able to:

- Assist the trade union movement in raising awareness of decent work and its importance in reducing poverty
- Contribute to the development and promotion of solutions on how the decent work agenda can be promoted
- Understand the relevance of the ILO core labour standards
- Critically assess the impact of global trends on work
- Understand and discuss the relevance to workers of the ILO Declaration on Social Justice for a Fair Globalisation, the Global Jobs Pact and Decent Work Agenda

Target Group: All members

No. of Participants: 30

Unique Value of Course: To raise awareness of the importance of the campaign for Decent Work and to make sure it remains a key driver in terms of reducing poverty.



Occupational Health and Safety Seminar (Chronic Diseases)
- 11th—15th



Conflict Resolution and Problem Solving - 18th – 22nd CORE

This course is designed to provide theoretical knowledge and practical skills essential to being effective negotiators and problem solvers.

Course Outline:

- Definitions of conflict
- Types of conflict
- Management of conflict
- Simulation exercises
- Challenges of effective communication and its role in resolving conflict
- Industrial counselling
- Steps in problem solving
- Using the grievance to reduce conflict and solve problems

Course Outcomes:

On completion of this course participants will be able to:

- Plan successful strategies for negotiation
- Engage in discussions that minimise conflict and maximise results
- Identify strengths and weaknesses in personal negotiating styles
- Make good choices in negotiation strategy
- Understand the role of relationships in making good agreements
- Develop the skills needed to negotiate effectively for workers' interests

Target Group: All members

No. of Participants: 30

Unique Value of Course: The potential for conflict exists whenever and wherever people have contact. Conflict management is a central leadership competency important for reaching individual, inter-personal, team and organisational goals.



Globalisation and Workers - 25th – 1st March

It is important that participants learn the basics about globalisation and its institutions from the perspective of workers' right.

Course Outline:

- Causes and effects of globalisation
- Globalisation of the economy
- International division of labour and production
- Globalisation and trade union action
- Characteristics and challenges of global enterprises
- The UN, World Trade Organisation and the International Monetary Fund
- International labour standards
- The global labour movement
- Impact on society, culture, politics, economy and business

Course Outcomes:

On conclusion of this course participants will be able to:

- Demonstrate an understanding of the context within which labour standards operate
- Relate what they have studied in this course to their own experiences, and to the world around them

- Communicate on the topic of labour standards and globalisation
- Understand key issues and concepts of globalisation debate
- Identify main components of the globalisation process
- Place workers' issues in a globalisation context
- Develop a personal critical approach and judgement to globalisation

Target Group: All members

No. of Participants: 30

Unique Value of Course: To show clearly that the governance of globalisation is possible at various levels the trade union must be able to identify and execute suitable strategies for action at the national level and build or strengthen a sense of international solidarity.



Women's Seminar—4th—8th

This programme is organised by the Barbados Workers' Union Gender Equality Committee.



Shop Steward Training – Leadership Development Certificate Level 1—11th—15th

The shop steward plays a very important role in any union. At the workplace, the shop steward is the link between union members and management. Shop Stewards hear

the grievances first and seek to resolve them, proactively ensure workplace safety, mobilise members for the union's campaigns and orientate new members to the union.

Course Outline:

- The history of the trade union movement
- Role of the shop steward
- Handling grievances
- Conflict resolution and problem solving
- Industrial counselling
- Rights at work and collective bargaining
- Understanding the collective agreement
- ILO core labour standards
- Aspects of labour law
- Communication skills

Course Outcomes:

- On conclusion of this course participants will be able to:
- Define the role and responsibilities of the shop steward
- Recognise the difference between a grievance and a complaint
- Describe the different types of grievances
- Understand the different steps of the grievance procedure
- Simulate a grievance meeting with the employer
- Draft a grievance
- Understand the importance of being unionised

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- Know the history and the structure of the labour movement
- Define the roles and responsibilities of the Union Officers
- Demonstrate an understanding of the context within which labour standards operate
- Display good communication skills

Target Group: This course is designed for newly elected shop stewards and as a refresher course for the more experienced shop steward.

No. of Participants: 30

Unique Value of Course: Because of the importance of shop stewards, it is a priority to grow and strengthen this base so that the work of building a united, organised, and involved membership at the workplace is enhanced.



Occupational Health and Safety Workshop - 18th – 22nd



Youth and the Trade Union Movement – Generation Next - 25th – 28th

This course seeks to empower young workers to be active and productive participants in the Union, to remove the barriers that impact the participation of young workers and to encourage collective action.

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Course Content

- Challenges facing young workers
- Leadership and team building skills
- Building confidence and self esteem
- The ILO, labour standards, tripartism and social dialogue
- The role of trade unions in promoting 'Decent' employment for young workers
- Raising awareness of young people on labour and social rights
- Organising and recruitment of young workers
- The role of youth in trade unions
- Work ethics and attitude
- Using information technologies

Course Outcomes:

On conclusion of this course participants will be able to:

- Develop their own views on trade unions
- Assess what trade unions do for their members
- Organise and recruit young workers
- Identify key issues which are important in designing activities and campaigns targeted at youth
- Design activities in order to promote decent work for youth
- Develop communication networks of trade unionists on issues related to young workers
- Organise activities targeted at raising awareness on labour and social rights
- Formulate proposals to promote the interests of young workers on crucial issues
- Improve their communication and leadership skills

Target Group: Young trade union members up to age 35.

No. of Participants: 30

Unique Value of Course: The Barbados Workers' Union recognises the specific vulnerability of young workers and the need to find strategies to encourage young members to be active and fully integrated in the organisation. Dealing effectively with the concerns and expectations of young workers is vital to the future of the trade union movement.



Shop Steward Training – Leadership Development Certificate Level 1—2nd—5th - Refer to page 12 for details

Labour Legislation and ILO Standards - 8th—12th CORE

This course is designed to give participants a working knowledge of labour law and international labour conventions.

Course Outline:

- Basic labour legislation provisions
- Contract law and employer/employee relations
- Voluntarism
- Trends in labour legislation
- National insurance
- Law and society
- ILO Labour standards
- Contract of service and contract for service

Course Outcomes:

On conclusion of this course participants will be able to:

- Identify the importance of voluntarism as a dispute resolution mechanism

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- Better understand the law and legal provisions under which they are employed
- Recognise areas governing employee behaviour in the workplace
- Represent workers from a knowledge base of basic legal and industrial relations
- Demonstrate knowledge of ILO conventions and recommendations

Target Group: All trade union members.

No. of Participants: 30

Unique Value of Course: This course ensures members have a general understanding of labour legislation and ILO standards and are able to determine the issues involved and the relevant instrument to be applied when addressing industrial relations matters.



Negotiations & Collective Bargaining Skills - 15th – 19th CORE

This course introduces the participants to the negotiation strategies and skills needed for collective bargaining and provides them with opportunity to examine industrial relations in practice. This programme builds on material in the course Conflict Resolution and Problem Solving (page 10).

Course Outline:

- Barriers and enabling conditions for collective bargaining
- Forms of collective bargaining

- Collective bargaining strategies
- Collective bargaining techniques
- Principles theories and models of negotiation
- ILO standards and recommendations
- Analysis of information and data
- Dynamics, constraints, and skills needed in the negotiation process
- Simulation exercises to practice negotiating skills

Course Outcomes:

On conclusion of this course participants will be able to:

- Recognise the strengths, weaknesses and changes needed in collective bargaining
- Demonstrate an understanding of the key areas for collective bargaining
- Apply negotiations and influencing techniques
- Recognise and apply the key ILO concepts for promoting collective bargaining at work place
- Understand the various factors that determine wages and service conditions

Target Group: All trade union members are eligible to sign up for this course.

No. of Participants: 30

Unique Value of Course: This course is expected to contribute to the development of capacities of trade unions for improving effectiveness of collective bargaining at company level and expanding unionisation.

Financial Management Analysis and Workers Compensation – 22nd – 26th

This course provides a practical forum for analysing the company's financial information as well as an understanding of the company's compensation package. Presentations also include personal financial management strategies.

Course Outline:

Analyse the company's financial information

- The role of non-wage benefits in the labour compensation package
- Nature and role of pensions in the life cycle of workers
- Individual budgeting
- Investing
- Workplace benefit programmes

Course Outcomes:

On conclusion of this course participants will be able to:

- Interpret financial information to assess the performance and prospects of the workplace organisation.
- Apply accounting principles in the process of determining the financial position of enterprises
- Understand the cost of interest rates and fees associated with financial services – cash, credit cards, debit cards etc

- Manage their own finances

Target Group: All trade union members are eligible to sign up for this course.

No. of Participants: 30

Unique Value of Course: To cement the fundamentals important to the discipline of financial planning and an understanding of how to conduct an analysis of financial statements.



Organising Campaigns and Mobilising the Membership—Level 11 — 22nd—26th (Evening Course at “Solidarity House”)

Building and sustaining trade union membership requires comprehensive training in designing and managing effective campaigns. The training is designed to provide both tools and actual experience in mobilising the public and putting pressure on decision makers. The goal is to attain experience and confidence in using the tools.

Course Outline

- Improving communication and leadership skills
- Identifying key issues in designing activities and campaigns
- Designing brochures etc
- Developing activities and promoting trade unionism
- Introducing mapping techniques to research the target workforce and identify those most likely to join

- Using social media as a platform for mobilising
- Organising workers (manage an actual campaign and combine theory with practice)

Course Outcome:

On conclusion of this course participants will be able to:

- Apply techniques for targeting and planning organising campaigns
- Apply key concepts important in designing activities and campaigns
- Utilise effective recruitment strategies
- Identify what motivates people to act
- Communicate effectively with union members and workers
- Motivate workers into action
- Plan and execute a campaign to organise, mobilise or increase public awareness of a current issue

Target Group: All members especially shop stewards

No of Participants: 30

Unique Value of Course: Develop campaigns that result increase membership and community awareness



May Day Involvement
— 29th – 3rd May

Contemporary Labour Issues— 6th – 10th May

The module will highlight important trends and developments in the world of work and examine contemporary labour market issues. These courses provide students with a view of various dimensions of trade union work and provide the background to understanding the amount of work that is still to be done in order for the movement to expand its mandate and bring all categories of workers into the fold.

Participants will be notified in advance of the structure of the programme.

Course Outline:

Topics may include

- Labour organising
- Labour revitalisation
- Mobilising workers in the construction sector and the informal sector
- The changing structure of the workforce
- Increasing productivity
- Collective agreement vs. corporate social responsibility
- Factors impacting labour force participation/non-participation
- Minimum wages legislation
- Labour market effects of trade unions

- Regional integration
- The labour market challenges arising from globalisation.
- Gender and workplace issues
- Industrial counselling
- Applying international labour standards
- Migrant workers
- Working with the differently abled

Course Outcomes:

On conclusion of this course participants will be able to:

- Understand some key industrial relations concepts to provide a broad introduction to the other courses offered
- Develop an appropriate knowledge base
- Understand how global events and trends can impact on trade unions
- Assess and interpret current international events and issues
- Ask questions and find answers to current global issues
- Engage meaningfully and contribute their ideas in policy debates

Target Group: All trade union members.

No. of Participants: 30

Unique Value of Course: This short course programme provides general and specific knowledge on various issues.



**Trade Union History, Structure and Governance - 13th
- 17th CORE**

The course traces the history of the trade union movement and develops the participant's ability to discern and analyse major changes that occurred.

Course Outline:

- History of trade union movement
- Trade unions today
- Electing workers' representatives
- Systems for electing workers' representatives in different countries around the world
- Right to information, consultation and collective bargaining
- The future of trade unions
- Strategic planning for trade unions
- Tactics for union organisation

Course Outcomes:

On conclusion of this course participants will be able to:

- Identify trends and issues in labour history

- Identify relationships between roles, structures and functions within trade unions
- Meaningfully participate in the labour movement

Target Group: All trade union members

No. of Participants: 30

Unique Value of Course: When explaining the benefits of trade union membership to potential members it is imperative that trade union representatives include what trade unions are and how they originated. This guarantees even greater appreciation for the trade union movement as an agent of change



Barbados Workers' Union Youth Congress- 13th—17th
Developing Workplace Policies - (Ministry of Labour-
HIV/AIDS Project Office) – 21st—24th



Gender Issues in Industrial Relations – 27th—31st

This course equips participants with sufficient knowledge and expertise to participate in discussions on gender issues. It will create a better understanding of gender concepts and ability to integrate gender perspectives in trade union issues and project development.

Course Outline:

- Defining gender
- Gender aspects of globalisation and emerging trends in the new economy

- Empowerment of women in the informal sector
- Tackling discrimination
- Dealing with gender and sexuality issues at work
- The changing role of women in the workplace
- Women and men in relation to work and retirement
- Women's contribution to social and economic development
- Case studies
- Applying the gender matrix to industrial relations
- Make recommendations for successfully tackling discrimination

Course Outcome:

- Develop a module for a train-the-trainer manual on gender equality
- Identify issues faced by members in the workplace
- Successfully tackle discrimination
- Understand and use current legislation
- Deal with workplace gender issues with confidence

Target Group: Men and women in the workplace

No. of Participants: 30

Unique Value of Course: To identify different forms of discrimination, identify causes and promote measures and action to encourage equality in the workplace.

The Environment and Sustainable Development – NCC Sponsored Programme 3rd —7th



**Shop Steward Training—Leadership Development
Certificate Level 1—10th—14th – Refer to page 12 for
details**



**Shop Steward Training – Leadership Development
Certificate Level 11 - 17th - 21st - (Evening at
“Solidarity House”)**

The purpose of this programme is to equip participants with enhanced knowledge and skills needed to carry out their roles and functions. Starting with a review of the basic shop steward skills taught in Level 1, it advances to discussions, class exercises and role playing as participants prepare grievances for problem solving and take part in mock negotiations.

Course Outline:

- Review areas covered in Level 1
- Planning, organising and campaigning
- The disciplinary procedure
- Dealing with company managers
- Presenting the union’s case
- Writing proposals
- Leadership and team building
- Labour law
- The employment contract
- Recognising different types of disputes
- Negotiation skills
- Simulation exercises and case studies

Course Outcomes:

On conclusion of this course participants will be able to:

- Initiate the different steps of the grievance procedure
- Represent the union member adequately in a grievance meeting with the employer
- Write a grievance report
- Manage an organising drive
- Demonstrate adequate knowledge of labour laws
- Understand dispute resolution mechanisms
- Understand and participate in workplace grievance and disciplinary processes
- Apply negotiation skills effectively in the workplace

Target Group: Shop Stewards who attended the introductory course on Shop Stewards Training - Leadership Development Certificate - Level 1).

No of Participants: 30

Unique Value of Course: This course will develop the skills, knowledge and confidence of shop stewards when facing management, assisting union members, and addressing issues in the workplace.



Occupational Health and Safety Workshop - 17th – 21st



Industrial Relations Cases and Analysis Workshop - 24th – 28th

This course builds on the skills, confidence and knowledge gained in the trade union courses Managing Conflict - Negotiation & Dispute Resolution and Negotiations & Collective Bargaining Skills. Participants are equipped

with the practical skills and approaches to Industrial relations that get positive results. Cases may have the themes industrial relations, labour laws or social security. Participants may study a pre-written case or research and write their own case study.

Course Outline:

- Understand the significance of the Case Approach
- Learn to identify scenarios and actors for case writing
- Analysis of current Industrial Relations policies and practices
- Dispute resolution
- Conflict management
- Industrial Relations case writing
- Industrial Relations case analysis

Course Outcomes:

On conclusion of this course participants should be able to:

- Identify the key issues in Industrial Relations disputes
- Analyse the challenges and opportunities in Industrial Relations disputes
- Recognise how challenges and opportunities can best be resolved or exploited
- Demonstrate an ability to effectively apply appropriate skills when engaging in collective bargaining
- Demonstrate the skills, confidence and knowledge to represent union members.
- Gather and structure the wide range of information that makes up an IR case
- Write and analyse an industrial relation case

Target Group:

All trade union members

No. of Participants: 30

Unique Value of Course: Cases are widely used to gain better understanding of industrial relations scenarios. This course helps participants to understand the benefits in using cases to enhance their analytical skills.



Shop Steward Training – Leadership Development Certificate Level 11 - 24th - 28th - (Evening at “Solidarity House”) - Refer to page 26 for details



“Train-the-Trainer” on Occupational Health and Safety and the Environment—1st—5th



Conflict Resolution and Problem Solving —8th—12th— Refer to page 9 for details

Communication in the Workplace—15th—19th— Refer to page 7 for details

Information and Communication Technology Skills—22nd– 26th

This course offers basic computer skills and provides the foundation skills for advancing to the programmes scheduled in our Computer training School (page 41).

Course Outline:

- Start up, log on, and shut down a computer system properly
- Use a mouse pointing device and keyboard
- Identify and use icons
- Check how much space is left on a drive or other storage device
- Back up files
- Create documents of various types and save in a desired location
- Retrieve an existing document from the saved location
- Select, copy, and paste text in a document
- Print a document
- Name, rename, copy and delete files
- Understand and know how to use the following types of software programs:
 - Word processing (example: MS Word)
 - Presentation (example: PowerPoint)
 - Spreadsheet (example: Excel)
 - Email, using a common email program)
- Connect to the Internet
- Compose, Send, Reply, Forward messages
- Add attachments to a message
- Retrieve attachments from an email message
- Have a working knowledge of the World Wide Web and its functions, including basic site navigation, searching
- Use search engines and directories to find information on the Web
- Download files and images from a Web page

Course Outcomes

On conclusion of this course participants should be able to:

- Understand basic computer hardware components and terminology
- Create documents of various types and save in a

desired location

- Retrieve an existing document from the saved location
- Understand and know how to use the following types of software programs:
 - Word processing (example: MS Word)
 - Presentation (example: PowerPoint)
 - Spreadsheet (example: Excel)
 - Email (using a common email program)
- Connect to the Internet
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Target Group: All trade union members

No. of Participants: 20

Unique Value of Course: The proper use of technology guarantees trade unions the potential to reach large numbers of workers in any area of the country at any time. Information technology can be utilised for mobilising and organising workers and advertising union activities and delivering training to members.

Organising Campaigns and Mobilising the Membership
- Level 1—22nd—26th— **Refer to page 4 for details**
CORE

**Young Workers and HIV/AIDS - Ministry of Labour-
HIV/AIDS Project Office) —29th—31st**

**Labour Legislation and ILO Standards —6th—9th—
Refer to page 16 for details**

**Youth and the Trade Union Movement Generation
Next —12th—16th— Refer to page 14 for details**

**The Employment Dimensions of Decent Work—
19th—23rd— Refer to page 8 for details**

**International Labour Standards – Safeguarding
Workers’ Rights—26th—30th — Refer to page 3 for
details**

Promoting Ethics and Service Excellence in the Workplace -2nd – 6th

This course seeks to help participants to initiate dialogue on values and ethics within their organisation and assist in identifying strategies for building organisations based on outstanding levels of customer service and satisfaction. Participants will also learn how to identify and inculcate positive values that lead to personal growth and development.

Course Outline:

- The business environment
- Defining service and excellence
- Benefits of service excellence
- Ethics defined
- How ethics are determined
- Building self esteem
- Building a positive attitude
- Effective communication
- Conflict resolution/problem solving
- Obstacles to excellence
- Techniques for improving customer service

- The “NISE” Initiative
- Industrial counselling

Course Outcomes:

On conclusion of this course participants should be able to:

- Recognise what ‘service excellence’ really means
- Understand the role of each employee
- Identify ‘best practice’ in managing different customer situations, including complaints
- Show awareness and sensitivity to ethical issues
- Integrate ethical guidelines to decision making
- Structure mechanisms to resolving ethical problems

Target Group: All trade union members

No. of Participants: 30

Unique Value of Course: Building suitable workplaces demands the attainment of values and ethics in day-to-day management practices and decision-making processes likewise that trade union advocates strong ethical values in workers. .

Shop Steward Training - Leadership Development Certificate - Level 11 - 9th—13th (Evenings at “Solidarity House”) — Refer to page 27 for details
CORE

The Environment and Sustainable Development – NCC Sponsored Course - 16th—20th Refer to page 27 for details

**Gender Issues in Industrial Relations - 16th—20th—
Refer to page 25 for details**

**Shop Steward Training Leadership Development
Certificate—Level 11 - 23rd—27th (Evenings at
“Solidarity House”) - Refer to page 27 for details
CORE**

**Industrial Relations Case Studies and Analysis
Workshop—23rd—27th - Refer to page 28 for details**

**Organising Campaigns and Mobilising the
Membership—Level 11 - 30th—4th (Evening Course
at “Solidarity House”) - Refer to page 20 for details
CORE**

**Globalisation and Workers—7th—11th—Refer to
page 11 for details**

**Regional Youth Programme - Organised by The Barbados
Workers’ Union Youth Committee
14th—18th**

**Human Resources Management Issues —21st—
25th— Refer to page 6 for details**

**Contemporary Labour Issues —28th—1st— Refer to
page 22 for details**

**Ripple Effects of HIV/AIDS and Women Workers
- (Ministry of Labour-HIV/AIDS Project Office)—
28th—1st**

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Regional Integration - 11th – 15th

This course examines the relevance of regional integration to the Caribbean's attempt to navigate through an increasingly more complex global environment where negotiations are often at the level of mega trading blocs comprising large countries. Secondly, the course examines relationships as freedom of movement impacts the workplace.

Course Outline:

- Globalisation and trade liberalisation
- Forms of economic and political integration
- Regional integration process
- CARICOM
- The CSME framework
- Harmonisation of labour legislation
- Free movement of labour
- International trade agreements
- The WTO
- Europe and the Caribbean – Lome, Cotonou, EPA
- Decent work and labour market policies
- International labour standards

Course Outcomes:

On conclusion of this course participants will be able to:

- Demonstrate basic knowledge of the Economic Partnership agreements (EPA)
- Evaluate the implications of the EPA on development goals of islands in the Caribbean
- Demonstrate basic knowledge of the range of hemispheric cooperation agreements with which CARICOM is involved

- Evaluate the implications of cooperation agreements on Caribbean developmental prospects
- Discuss issues relating to the CSME/CCJ/RNM
- Assess the adequacy of the CSME as a response to the challenges which the region is confronting
- Understand the challenges small states face in the international environment
- Demonstrate a greater appreciation for the effects of global events on regional development outcomes.

Target Group: All trade union members

No. of Participants: 30

Unique Value of Course: Enhances the ability of participants to contribute to the discussion on the impact of the trade union on national/regional policy options aimed at mitigating any negative effects of trade liberalisation.

Retirement Seminar -18th – 22nd – Organised by the BWU Retired Workers Committee

Negotiation and Collective Bargaining Skills – 25th -29th- Refer to page 17 for details

Information and Communication Technology Skills— 2nd -6th

This course offers basic computer skills and provides the foundation skills for advancing to the programmes scheduled in our Computer training School (page 41).

Course Outline:

- Start up, log on, and shut down a computer system properly
- Use a mouse pointing device and keyboard
- Identify and use icons

- Check how much space is left on a drive or other storage device
- Back up files
- Create documents of various types and save in a desired location
- Retrieve an existing document from the saved location
- Select, copy, and paste text in a document
- Print a document
- Name, rename, copy and delete files

Understand and know how to use the following types of software programs:

- Word processing (example: MS Word)
- Presentation (example: PowerPoint)
- Spreadsheet (example: Excel)
- Email, using a common email program)
- Connect to the Internet
- Compose, Send, Reply, Forward messages
- Add attachments to a message
- Retrieve attachments from an email message
- Have a working knowledge of the World Wide Web and its functions, including basic site navigation, searching
- Use search engines and directories to find information on the Web
- Download files and images from a Web page

Course Outcomes

On conclusion of this course participants should be able to:

- Understand basic computer hardware components and terminology
- Create documents of various types and save in a desired location
- Retrieve an existing document from the saved location

- Understand and know how to use the following types of software programs:
 - Word processing (example: MS Word)
 - Presentation (example: PowerPoint)
 - Spreadsheet (example: Excel)
 - Email (using a common email program)
- Connect to the Internet

Target Group: All trade union members

No. of Participants: 20

Unique Value of Course: The proper use of technology guarantees trade unions the potential to reach large numbers of workers in any area of the country at any time. Information technology can be utilised for mobilising and organising workers and advertising union activities, and delivering training to members.

Shop Steward Training—Leadership Development Certificate Level 1—02nd—06th - Refer to page 12 for details

Promoting Ethics and Service Excellence in the Workplace—9th—13th - Refer to page 33 for details

Financial Management Analysis and Workers Compensation - 16th—20th - Refer to page 19 for details

Orientation of New Members

This programme aims to educate new members on the benefits to be derived from being a member of the Barbados Workers' Union. This orientation session should leave new members with a clear sense of how the union operates and how they can contribute to its work while at the same time furthering their own growth and development.

Areas to be covered include:

- History of the trade union
- The structure of the trade union
- The union constitution
- The duties and obligations of members
- The role of union officers
- Safety and health
- Labour legislation
- Collective bargaining and the role of the shop steward
- Grievance handling

New members will be notified in advance of the dates and structure of these programmes.

COMPUTER SCHOOL

Fundamentals of Computers

28th January—18th April

Monday & Wednesday - 5.30 pm—7.30 pm

29th January—4th April

Tuesday & Thursday - 9.30 am—12.00 noon

6th May—24th July

Monday & Wednesday - 5.30 pm—7.30 pm

7th May—11th July

Tuesday & Thursday - 9.30 am—12.00 noon

Course Outline

- Introduction to Computers
- Information Networks
- File Management

Microsoft Word 2007

- Creating and Formatting a Document
- Inserting and Formatting Tables and Graphics
- Inserting Headers and Footers
- Saving a Document
- Print Preview and Print

Microsoft Excel 2007

- Creating and Formatting a Workbook
- Saving and Printing a Workbook

Microsoft PowerPoint 2007

- Creating a Presentation
- Inserting Multimedia
- Running a PowerPoint Slide Show
- Saving and Printing a Presentation

Internet & Email

- Introduction to the Internet
- Creating and Sending an Email Message
- Replying and Forwarding a Message
- Receiving and Sending Attachments

Microsoft PowerPoint 2007

5th February—18th April

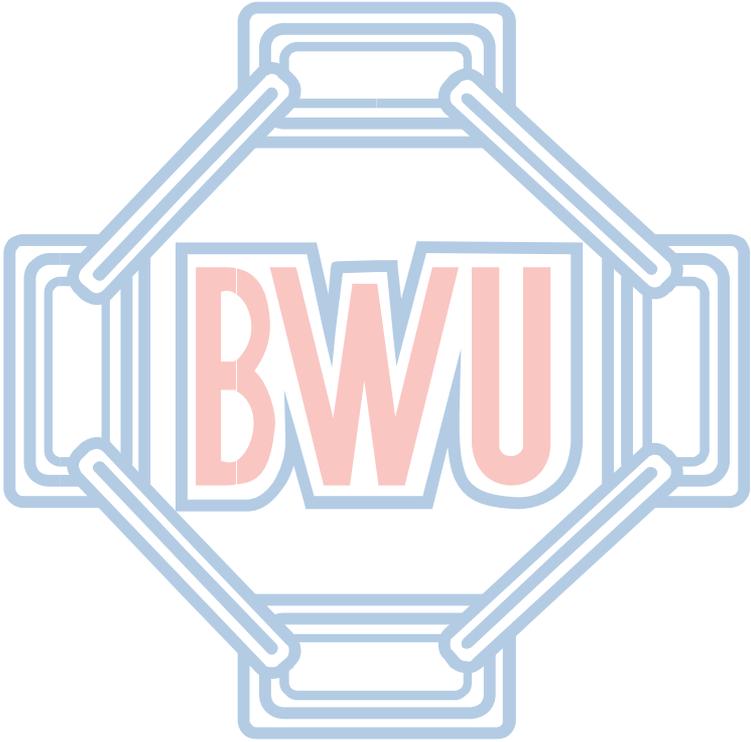
Tuesday & Thursday - 5.30 pm—7.30 pm

Course Outline:

- Creating a and Editing a Presentation
- Working with Information Graphics
- Creating a Self-Running Presentation Containing Animated Shapes
- Reusing a Presentation with Multimedia
- Online Feature: Importing Files from the Microsoft Office Online web Site

Microsoft Word 2007

- Creating and editing Documents including Reports
- Creating a Cover Letter and a Resume
- Creating a Document with a Title Page, Table, Chart, and a Watermark
- Generating Form Letters, Mailing Labels and Directories
- Creating a Professional Newsletter



Designed By The Barbados Workers' Union