

# THE BARBADOS WORKERS' UNION LABOUR COLLEGE

TRAINING PROGRAMME  
JANUARY - DECEMBER 2016





Dear Comrade,

We appreciate your interest in our training programme for 2016.

For over forty (40) years the Labour College has been renowned in Barbados and the region as the place for diverse categories of workers to receive training in all areas and aspects of their working lives. Our offerings this year continue to address the needs of workers as whole persons and will provide participants the opportunity to explore subjects which we they will not only find exciting, but which will add value to them and their organisations.

As you study this brochure, it is further hoped that you will be encouraged to share it with other workers. We are confident that like you, they will find that our programmes meet their needs and exceed their expectations.

As the Barbados Workers' Union prepares to celebrate its 75<sup>th</sup> year of contribution to the socio-economic development in Barbados, worker education remains in our lifeblood as we encourage you, the worker to take ownership of the ideas that emerge through our exchanges and bolster your commitment and solidarity as we continue to pursue a course of social justice.

We look forward to your participation and more so, your contributions.

**Toni Moore**  
**General Secretary**

### **Course times**

Courses start at 9:00 a.m. and ends at 4:30 p.m. For the benefit of everyone on the course you should aim to arrive at the seminar room before 8:45 a.m. Participants are required to attend all course sessions on time

## **INTRODUCTION**

*The courses offered are also designed among other things to:*

- Build worker awareness of the issues/challenges impacting the working environment, and prepare them for the challenges
- Enhance worker “soft” / people skills

*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

## What are the courses like?

### **Friendly**

Courses are run in a friendly and supportive atmosphere. Everybody's views and experiences are valued and listened to. Most times you will be working with other people in small groups. You will not be lectured at or 'put on the spot'

### **Comfortable**

Our residential Labour College offers spacious accommodation. All meals are provided and special diets are catered for if you let us know in advance.

Accommodation is usually in double rooms.

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 four 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.

If you would like a workshop run  
for your Committee of Management  
please contact your Industrial Relations  
Officer or one of the officers at the  
Labour College

## **Enquiries or Concerns?**

Get in touch with

**Doreen Deane**

(246) 426-3492 Ext. 243

**Wilma Clement / Coreen Gibson**

(246) 426-3492 Ext. 240/143

**Marcia Small-Burrowes / Serena Browne**

(246) 426-3492 Ext. 246/244

Fax (246) 416-5505

E-mail [lab.col@bwu.org.bb](mailto:lab.col@bwu.org.bb) [bwucol@caribsurf.com](mailto:bwucol@caribsurf.com)

## **Register Now!**

“Anyone who stops learning  
is old, whether at twenty or  
eighty. Anyone who keeps  
learning stays young.”

- Henry Ford

JAN

**Hotel Workers' Seminar – 25th – 29th January**

FEB

**Shop Steward Training – Leadership Development  
Certificate Level I – 1st – 5th February**

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:**

- History of the trade union movement
- The role of the shop steward
- Handling grievances
- Conflict resolution and problem solving
- Industrial counselling
- Rights at work and collective bargaining
- Understanding the collective agreement
- International labour standards
- Aspects of labour law
- Effective communication and public speaking

### **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

- 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.

**Human Resources Management – 8th – 12th February**

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

**Course Outline:**

- Global trends in labour/management relations
- The role of the shop steward and their interaction with management
- The Employment Rights Act
- The Safety and Health at Work Act
- Employee productivity and satisfaction
- Communication in the workplace
- Training and development
- Discipline
- Industrial counselling

- Labour legislation
- The contract of employment and legal issues
- Dealing with human resources and anger management
- Role of human resources management in today's work environment

### **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.

“Be a student as long as you still have something to learn, and this will mean all your life.”

- Henry L. Doherty



## **Communication in the Workplace - 15th – 19th February**

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
- What is customer service and how can you improve it?

### **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.

**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.

### **Getting Familiar with Labour Legislation - 22nd - 26th February**

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

### **Course Outline**

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

### **Course Outcomes**

On conclusion of this course participants will be able to:

- 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
- Identify and apply the necessary information and legislative requirements for fair and equitable labour practices.

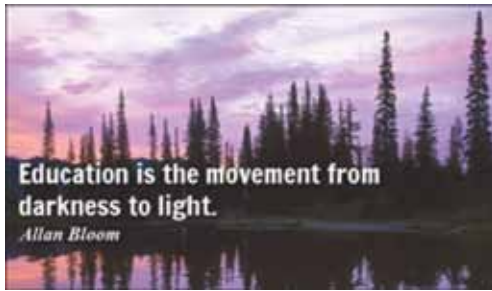
### **Target group:**

All trade union members

**No of participants:** 20

**Unique Value of Course:**

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



**MAR**

**Conflict Resolution and Problem Solving  
- 29th February - 4th March CORE**

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

**Course Outline:**

- Building self esteem
- Team building
- Types of conflict
- Management of conflict
- Communication and motivation
- Problem solving through counselling strategies
- 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.

## **Gender and the World of Work - 7th - 9th March**

This programme is organised by the BWU Gender Committee.

“Education is our passport to the future, for tomorrow belongs to the people who prepare for it today.”

— Malcolm X

## **Negotiation and Collective Bargaining Skills**

**- 14th - 18th March 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.

**Improving Workplace Industrial Relations**

**- 21st - 24th March CORE**

This course examines the principles of industrial relations with an emphasis on labour law and workers' rights. It considers the historical dimensions of work and the employment relationship, and the origins and development of industrial relations up to the present time.

**Course Outline:**

- Basic labour legislation provisions
- Contract of service and contract for service
- Contract law and employer/employee relations
- The history of the trade union movement
- Rights at work and collective bargaining
- Analysis of current industrial relations policies and practices
- Protection of trade union freedom and rights

**Course Outcomes:**

On conclusion of this course participants will be able to:

- Identify the importance of voluntarism as a dispute resolution mechanism
- 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:** 20

**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.

**Occupational Safety and Health and the Environment – 29th March – 1st April**



## **Promoting Ethics and Service Excellence in the Workplace - 4th - 8th April**

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:**

- Productivity and work ethics
- Team work
- Resolving conflict
- Workplace issues: bullying, sexual harassment, violence etc
- Developing a positive attitude and building self esteem
- Effective communication
- Drug abuse
- Building relationships
- Service Excellence
- Effective communication
- Leadership

### **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 Stewards Training -  
Leadership Development Certificate – L I**

[Refer to page 5 for details](#)

MAY

**Personal Financial Planning – 9th – 13th May**

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 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.

**Industrial Relations Case Studies and Analysis Workshop  
- 17th - 20th May**

This course builds on the skills, confidence and knowledge gained in the trade union courses Managing Conflict - Negotiation & Dispute Resolution and Negotiation & 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
- Negotiation of collective agreements
- 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 these 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 skill.

## **Young Workers and the Trade Union Movement - 23rd - 27th May**

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.

### **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 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.



## **Information and Communications Technology** **- 30th May -3rd June**

This course offers basic computer skills and provides the foundation skills for advancing to the programmes scheduled in our Computer training School (page 27).

### **Course Outline:**

- Identify and use icons
- 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
- 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
- Compose, Send, Reply, Forward messages
- Add attachments to a message
- Retrieve attachments from an email message
- 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, advertising union activities and delivering training to members.



**JUN**

**Improving Workplace Industrial Relations  
- 6th - 10th June**

Refer to page 13 for details

**Human Resources Management - 13th - 17th June**

Refer to page 6 for details

**Shop Stewards Training - Leadership Development  
Certificate – L I - 20th - 24th June**

Refer to page 5 for details

**Getting Familiar With Labour Legislation**

**- 27th June - 1st July**

Refer to page 9 for details

**JUL**

**Shop Steward Training - Leadership Development  
Certificate Level II - 4th - 8th July**

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 I
- 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 I).

**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.



**JUL**

**Conflict Resolution and Problem Solving**

**- 11th - 15th July CORE -**

**Refer to page 10 for details**

**Negotiation and Collective Bargaining Skills**

**- 18th - 22nd July CORE -**

**Refer to page 12 for details**

**Shop Steward Training - Leadership Development**

**Certificate Level II - 25th - 29th July**

**Refer to page 22 for details**

**AUG**

**Young Workers and the Trade Union Movement**

**- 8th - 12th August**

**Refer to page 18 for details**

**Occupational Safety and Health and the Environment**

**- 15th - 19th August**

**SEPT**

**Personal Financial Planning**

**- 12th - 16th September**

**Refer to page 16 for details**

**Industrial Relations Case Studies and Analysis**

**Workshop - 19th - 23rd September**

**Refer to page 17 for details**

**Promoting Ethics and Service Excellence in the**

**Workplace - 26th - 30th September**

**Refer to page 15 for details**

**OCT**

**Shop Steward Training - Leadership Development**

**Certificate Level II - 3rd - 7th October**

**Refer to page 22 for details**

**Improving Workplace Industrial Relations**

**- 10th - 14th October**

**Refer to page 13 for details**

OCT

**Occupational Safety and Health and the Environment**  
- 17th - 21st October

**Regional Youth Seminar - 24th - 28th October**

This programme is organised by the BWU Youth Arm

NOV

**Retirement Seminar - 7th - 11th November**

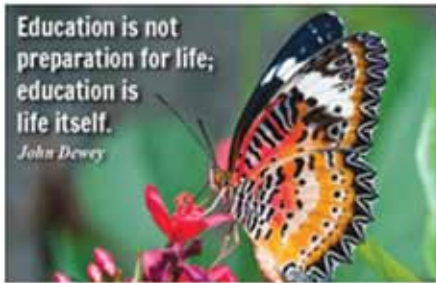
This seminar is organised by the BWU Retired Committee.

**Men's Health - 17th - 18th November**

This programme is organised by the BWU Gender Committee.

**Industrial Relations Case Studies and Analysis Workshop - 21st - 25th November**

Refer to page 17 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.

The registration fee for courses conducted at the Labour College is \$25.00 for Union members, any other person interested in these courses can contact the Labour College. Contact information is detailed on page 4 of this booklet.

# Computer Training

## Fundamentals of Computers

### 1st - 26th April

Monday & Wednesday - 5.30 pm – 7.30 pm

### 09th February - 14th April

Tuesday & Thursday - 9.30 am – 12.30 pm

### 09th May - 27th July

Monday & Wednesday - 5.30 pm – 7.30 pm

### 17th May - 21st July

Tuesday & Thursday - 9.30 am – 12.30 pm

### 05th September - 23rd November

Monday & Wednesday - 5.30 pm – 7.30 pm

### 13th September - 17th November

Tuesday & Thursday - 9.30 am – 12.30 pm

## Course Outline

- Introduction to Computers
- Information Networks
- File Management

## Microsoft Word

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

## **Microsoft Excel**

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

## **Microsoft PowerPoint**

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

## **Internet & Email**

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

## **Microsoft Excel**

**02nd February – 07th April**

Tuesday & Thursday - 5.30 pm – 7.30 pm

## **Course Outline**

- Creating a Worksheet and an Embedded Chart
- Formulas, Functions, Formatting and Web Queries
- What-If Analysis, Charting, and Working with Large Worksheets
- Financial Functions, Data Tables, and Amortization Schedules
- Creating, Sorting, and Querying a Table
- Creating Templates and Working with Multiple Worksheets and Workbooks

## **Microsoft PowerPoint**

**10th May - 14th July**

Tuesdays & Thursdays -5.30 pm - 7.30 pm

### **Course Outline**

- Creating and Editing a Presentation
- Creating a Presentation with Illustrations and Shapes
- Creating a Presentation with Customs Backgrounds and SmartArt Diagrams
- Working with Information Graphics
- Collaborating on and Delivering a Presentation
- Reusing a Presentation with Multimedia
- Creating a Self-Running Presentation Containing Animated Shapes



## Notes



## Notes

