

CUPE

**STEWARD
LEARNING
SERIES**



CUPE education

cupe.ca

WELCOME STEWARDS!

You play a vital role in your local union. This series of 3-hour workshop modules will give you the knowledge and skills you need to effectively represent members and respond to situations in the workplace. Whether you're a new steward, or looking for a refresher, this series is for you.

Before you start the series, you must complete the 9-hour Introduction to Stewarding workshop. After that, you can start taking modules in the Steward Learning Series.

To receive a **Steward Learning Series Certificate**, you must complete:

- **All 12** modules in **Section A**
- **At least 6** other modules of your choice

(The modules do not have to be taken in any particular order)



SECTION A

Duty of fair representation

Learn about where stewards get their authority in the workplace, the duty of fair representation, and other labour laws that cover the workplace.

Challenging racism in the workplace

This workshop covers what racism looks like in the workplace, and your role as a steward in challenging it.

Representing members in front of management

This module equips stewards to be proactive when meeting with management. Learn tips for effective meetings, and build confidence by practicing meeting situations.

Solidarity with Indigenous workers

Learn about Canada's history of colonialism, engage in some myth-busting, and explore ways that stewards can build solidarity with Indigenous workers and support reconciliation in the workplace.

Challenging sexism in the workplace

Reflect on sexism and its social and economic impact. Learn ways to challenge sexism in the workplace and protect members' rights.

Literacy awareness

Literacy affects all of us at work. Learning new computer programs, understanding collective agreements, completing forms, or writing reports can all pose barriers for our members. Learn about how stewards can increase literacy awareness, and help make the union inclusive and accessible to members.

Handling discipline and discharge

Learn about key legal concepts and terms, and the role of stewards during an employer's investigation, when discipline is given, and during grievance meetings.

Grievance handling

Share tips and successful practices with other stewards, and learn strategies for handling difficult grievances.

Disability and ableism in the workplace

Explore what ableism is, how to recognize it, and ways to address it. Learn about how

to make your workplace and union accessible to workers with visible and invisible disabilities.

Creating accommodation-friendly workplaces

Learn the legal framework for the duty to accommodate, what a good accommodation process and plan look like, and what to do if the employer is not willing to provide reasonable accommodation.

Representing gender and sexually diverse members

Homophobia, biphobia, and transphobia impact our workplaces, locals, and

communities. Learn how to challenge these kinds of discrimination, and respectfully represent gender and sexually diverse members in your workplace.

Ally skills for stewards

Effective stewards are champions for human rights and equality. Explore what it means to be an ally, and ways that stewards can step up as allies in the workplace and the union.



SECTION B

What stewards need to know about bargaining

Learn about the steps in the bargaining process, the responsibilities of different activists throughout bargaining, and the steward's role during bargaining.

What stewards need to know about arbitration

Although most grievances get settled, some go to arbitration. Learn about the arbitration process, terms, mediated settlements, and the role of the steward before and during arbitration.

Understanding mental health

Explore the steward's role in supporting and representing members dealing with mental health issues. Learn how to challenge stigma, and how to approach a conversation with a member about a possible mental health issue.

Taking on privatization

Learn about different forms of privatization in CUPE workplaces, how it impacts our members, services, and the public, and what stewards can do about it.

Stewards and health and safety

Stewards need to work with health and safety activists to ensure the workplace is healthy and safe for members. Learn about health and safety rights, and how stewards can support this important area of union work.

Psychologically safe workplaces

What is a psychologically healthy and safe workplace? Learn to identify the psychological hazards in a workplace, and the role of the steward in eliminating psychological hazards.

Notetaking

Why do I have to take notes? What kind of notes should I take? Are my notes private?

Learn answers to important questions like these, and practice notetaking.

Growing our mobilizing power

Stewards can play a key role when the union needs to mobilize our members – whether it’s to support the bargaining committee, or stop the employer’s attempt to contract out our work. Learn basic mobilization theory and explore how stewards can tackle workplace problems in ways that engage more members and build the union’s power.

Green action for stewards

How will greening our workplaces impact workers? What does a green workplace look like? What action can we take to address environmental issues? Explore answers to these questions and more, from a steward’s perspective.

Creating harassment-free workplaces

Learn how to recognize harassment, educate members about harassment,

and represent members who are involved in harassment complaints.

Conflict skills for stewards

Workplace conflict is stressful and weakens the union.

Learn about the sources of workplace conflict and how to choose a response that fits the situation. Practice conflict communication skills that will help you resolve conflict at work and in the union.

Mediating member-to-member conflict

Practice coaching members who are in conflict with other members, and work with a four-step approach to basic mediation.

Popular economics for stewards

We keep hearing that the rich are getting richer and the poor are getting poorer. How do these trends impact our lives as workers and union members? What is needed from us as stewards in these times of growing economic inequality?

Hot topics

From time to time, we will offer Steward Learning Series modules on current issues or “hot topics”. These modules help stewards stay current with emerging trends and important union issues.