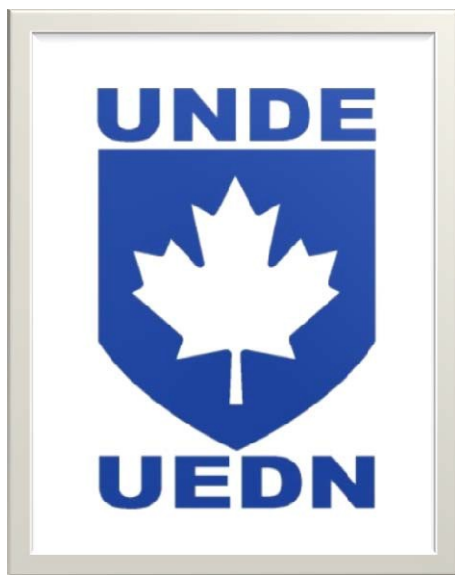


# EDUCATION



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## Module 1 – The Local (1.5 days)

**Objective:** By the end of this module, participants will be able to identify:

- the roles, responsibilities and the structure of our Union;
- the rules, regulations and policies governing our Union;
- the services provided by our Union;
- the regional committees within our Union;
- the coalition partners of our Union;
- how to communicate with our Union; and
- the conventions and conferences within our Union.

## Module 2 – Communication Skills (2 days)

**Objective:** By the end of this module, participants will be able to:

- demonstrate effective communication skills;
- identify a communications model;
- describe effective listening and its characteristics; and
- recognize various aspects of body language and the message it can send.

## Module 3 – Effective Public Communications (1.5 days + 4 hour evening assignment)

**Objective:** By the end of this module, participants will be able to:

- identify different aspects of, and organize, a presentation;
- deal with anxiety when having to make a presentation;
- identify appropriate visual aids and body language;
- list various methods for communicating and building relationships with the media; and
- demonstrate various skills in speaking with the media.

## Module 4 – Leadership (1/2 day)

**Objective:** By the end of this module, participants will be able to:

- describe the basis of effective leadership and delegation;
- describe situational leadership; and
- identify apathy and list ways to combat it.

## Module 5 – Proactive Workplace Strategies (1 day)

**Objective:** By the end of this module, participants will be able to:

- define consultation;
- describe confrontational and co-operative tactics;
- identify the Union's role in joint programs and co-development;
- describe problem-solving techniques;
- identify problems facing UNDE members today; and
- describe various methods for dealing with employer representatives

## Module 6 – Role of the Steward (1 day)

**Objective:** By the end of this module, participants will be able to:

- describe the various roles a steward has in a Local;
- discuss the qualities of a good steward; and
- demonstrate how to recruit stewards.

## Module 7 – Grievance Procedures – Private Sector/Separate Employer Locals (2 days)

**Objective:** By the end of this module, participants will be able to:

- define what a grievance is;
- identify the steps in the grievance process; and
- will be able to demonstrate improved skills in interpreting collective agreements.

## Module 8 – Grievance Procedures – Treasury Board (5 days)

**Objective:** By the end of this module, participants will be able to:

- define what a grievance is;
- identify the various types of grievances under the PSLRA;
- identify the steps in the grievance process and various timelines; and
- demonstrate the skills required to prepare and present a grievance.

## Module 9 – Classifications and Work Description Writing (4 days)

**Objective:** By the end of this module participants will possess:

- a general understanding of how the classification system works; and
- how the classification standards are applied.

**Note:** *It is not expected that members will become classification experts.*

**FOR MORE INFORMATION REGARDING UNDE TRAINING PLEASE CONTACT YOUR LOCAL PRESIDENT.**