



Labor Grievance Processing

In-Person Training

The effective presentation of a grievance in arbitration often depends upon the work done earlier in the grievance process.

Through lecture, facilitated discussions, interactive exercises and mock role play, the faculty of experienced arbitrators and labor and management attorneys will provide participants with practical skills and information on how to constructively use the grievance process to resolve disputes and questions regarding contract interpretation.

The faculty will also explore how this problem-solving method can be used to:

- Assess the merits of a grievance.
- Conduct an investigation and communicate your position effectively at the grievance meeting.
- Implement or otherwise formalize the grievance procedure in your organization.

Who Should Attend?

Labor and management representatives in the private and public sectors, including supervisors, shop stewards, employee relations staff, attorneys, business agents, union representatives and personnel specialists will benefit from attending this program.

Questions? Please contact Tracy Jusay via e-mail at JusayT@adr.org or by phone at 212.484.3283.

REGISTER FOR THE LOCATION NEAREST YOU!

Program Schedule:

New York, NY
April 25, 2017

Cleveland, OH
May 11, 2017

Lansing, MI - SOLD OUT
May 18, 2017

Lansing, MI
June 12, 2017

Philadelphia, PA
June 16, 2017

Johnston, RI
September 28, 2017

Registration Fee:

General: \$200.00
2 or more from same firm/company/organization: \$175.00

To register, please visit www.aaau.org.

ALL MEALS AND MATERIALS INCLUDED IN REGISTRATION FEE



Labor Grievance Processing Conference Agenda

AGENDA	
8:30–9:00 AM	Registration & Continental Breakfast
9:00–9:15 AM	Welcome and Introductions
9:15–9:45 AM	Elements of a Grievance Procedure <i>Lecture and Facilitated Discussion</i> <ul style="list-style-type: none"> • Defining a Grievance • Management Rights Clauses • Recognition Clause • Timeliness • Formal Steps of the Procedure • The Informal Step • Fine Tuning the Process
9:45–10:15 AM	An Analysis of a Grievance <ul style="list-style-type: none"> • Contractual Grievance Definition • Bargaining Unit Perspectives • Seven Tests for Just Cause • The Art of Interpreting the Contract • The Art of Managing the Contract • Determining Past Practice
10:15–10:30 AM	Break
10:30–11:30 AM	Participant Exercise: “Grounds for a Coffee Break” Participants will be divided into small groups and will be given a typical grievance to evaluate from the perspective of the roles of the parties, pertinent contract language; past practice; and political climate at the location.
11:30AM–12:15 PM	Critique of Exercise
12:15–1:00 PM	Lunch

AGENDA (Cont.)	
1:00–2:00 PM	Processing A Grievance <ul style="list-style-type: none"> • Investigating a Grievance • Writing/Answering Grievances • Presenting Grievances • Conducting the Grievance Meeting • Proper Documentation • Conflicting Testimony/Memory
2:00–2:15 PM	The Grievance Meeting <ul style="list-style-type: none"> • “Can We Talk?” — Preparing and Presenting Your Point of View • Clarifying the Issues • Amendment of Grievances and Remedies • Time Limits and Other Aspects of Procedure
2:15–2:30 PM	Break
2:30–3:30 PM	Grievance Evaluation Exercise Participant Exercise: “The Joker” Participants will work in small groups on a step-by-step evaluation of a grievance
3:30–4:00 PM	Entire Group Discussion of Exercise
4:00–4:15 PM	Wrap-up, Question and Answer
4:15 PM	Adjourn



Labor Grievance Processing

Locations

Tuesday, April 25, 2017 | New York, NY | ED5217003O

Location: American Arbitration Association, 120 Broadway, 21st Floor, New York, NY 10271

Trainers: Melissa Biren, *AAA Arbitrator*; Jay Jaffe, *1199 SEIU United Healthcare Workers East*; Joseph Cartafalsa, Esq., *Putney, Twombly, Hall & Hirson LLP*

CLE: West LegalEdcenter is procuring continuing legal education (CLE) credits on behalf of American Arbitration Association. This program is available for CLE credits in New York — credit amounts vary by attendance verification and jurisdictional rules.

Thursday, May 11, 2017 | Cleveland, OH | ED5517002O

Location: Corporate Plaza 1, 6450 Rockside Woods Boulevard South – Lower Level Meeting Room, Cleveland, OH 44131

Trainers: Susan Grody Ruben, *AAA Arbitrator*; Susannah Muskovitz, Esq., *Muskovitz & Lemmebrock, LLC*; Karrie M. Kalail, Esq., *Smith, Peters & Kalail*

CLE: West LegalEdcenter is procuring continuing legal education (CLE) credits on behalf of American Arbitration Association. This program is available for CLE credits in Ohio — credit amounts vary by attendance verification and jurisdictional rules.

Thursday, May 18, 2017 | Lansing, MI | ED5517001O - SOLD OUT

Location: Staybridge Suites Lansing – Okemos, 3553 Meridian Crossing Drive, Okemos, MI 48854

Trainers: Kathryn VanDagens, *AAA Arbitrator*; Jeffrey S. Donahue, Esq., *White Schneider, PC*; Raymond M. Davis, Esq., *Thrun Law Firm, P.C.*

CLE: It is our understanding that Michigan does not have mandatory CLE requirements and the AAA will not be offering CLE in any other jurisdiction. Upon request, the AAA can provide a Uniform Certificate of Attendance for individuals to apply for their own state CLE.

Monday, June 12, 2017 | Lansing, MI | ED5517004O

Location: Staybridge Suites Lansing – Okemos, 3553 Meridian Crossing Drive, Okemos, MI 48854

Trainers: Kathryn VanDagens, *AAA Arbitrator*; Timothy Dlugos, Esq., *White Schneider, PC*; Raymond M. Davis, Esq., *Thrun Law Firm, P.C.*

CLE: It is our understanding that Michigan does not have mandatory CLE requirements and the AAA will not be offering CLE in any other jurisdiction. Upon request, the AAA can provide a Uniform Certificate of Attendance for individuals to apply for their own state CLE.

Friday, June 16, 2017 | Philadelphia, PA | ED5317001O

Location: American Arbitration Association, 230 South Broad Street, 12th Floor, Philadelphia, PA 19102

Trainers: Walt De Treux, *AAA Arbitrator*; Lisa Leshinski, Esq., *Freedman & Lorry P.C.*; Patrick Harvey, Esq., *Campbell, Durrant, Beatty, Palombo & Miller, P.C.*

CLE: West LegalEdcenter is procuring continuing legal education (CLE) credits on behalf of American Arbitration Association. This program is available for CLE credits in Pennsylvania — credit amounts vary by attendance verification and jurisdictional rules.

Thursday, September 28, 2017 | Johnston, RI | ED5117001O

Location: American Arbitration Association, 1301 Atwood Avenue, #211N, Johnston, RI 02919

Trainers: John Cochran, *AAA Arbitrator*; Joseph Penza, Esq., *Olenn & Penza, LLP*; Vincent Ragosta, Esq., *Law Offices of Vincent F. Ragosta*

CLE: West LegalEdcenter is procuring continuing legal education (CLE) credits on behalf of American Arbitration Association. This program is available for CLE credits in Rhode Island — credit amounts vary by attendance verification and jurisdictional rules.

Labor Grievance Processing | Registration Form

FEE: General: **\$200.00** 2 or more from same firm/company/organization: **\$175.00**

Please choose one of the following:

New York, NY
April 25, 2017
Program #: ED52170030

Cleveland, OH
May 11, 2017
Program #: ED55170020

Lansing, MI
June 12, 2017
Program #: ED55170040

Philadelphia, PA
June 16, 2017
Program #: ED53170010

Johnston, RI
September 28, 2017
Program #: ED51170010

WHO SHOULD ATTEND?

Labor and management representatives in the private and public sectors, including supervisors, shop stewards, employee relations staff, attorneys, business agents, union representatives and personal specialists will benefit from attending this program.

REGISTER ONLINE: Go to www.aaau.org.

FAX: Send completed form with credit card payment to 212-307-4387, Attn: Tracy Jusay.

MAIL: Send completed form and check to -
American Arbitration Association
120 Broadway, 21st Floor, New York, NY 10271
Attn: Tracy Jusay
(Copies of checks are not accepted.)

QUESTIONS? Contact Tracy Jusay at JusayT@adr.org or 212-484-3283.

REFUND POLICY:

Refunds (less a \$25 processing fee) are available if a written cancellation request is received no later than 10 business days before the start of the program. Substitution of attendees can be made at any time.

REGISTRATION FORM

Please type or print.

Name: _____
Job Title: _____
Company: _____
Address: _____
City: _____
State: _____
Zip Code: _____
Country: _____
Telephone: _____
Fax: _____
Email: _____

Method of Payment

Paying by Check # _____
Make check payable to the American Arbitration Association.
 Visa Mastercard American Express

Name on Card: _____
Card Number: _____
Expiration Date: (Mo/Yr) _____
CSV Number*: _____
Billing Address if different from above:

Signature: _____
Date: _____

*The three-digit code on the back of VISA and MasterCard cards and the four-digit code on the front of American Express cards.