

■ **Managing “Your Side of the House” During the Collective Bargaining Process (Federal Sector Track)**

This presentation will focus on the very real problems of managing your side of the house before, during and after collective bargaining negotiations. The discussion will blend the theoretical model that was employed during recent negotiations with practical problems and solutions and examine the results obtained from this approach.

Increasing Diversity in the Construction Industry: Practical Applications Developed by the Skilled Trades Diversity Council

The need for diversity in the construction industry is very apparent, and this workshop will describe three strategies to achieve it. Discussion will focus on how these strategies were implemented and how obstacles were overcome.

Transforming the Culture of Cape Cod Healthcare Hospital Departments Through Joint Departmental Meetings

In 2005, SEIU Local 1199 and Cape Cod Healthcare negotiated an historic agreement covering multiple facilities. The parties agreed to work together to address quality concerns and competitive challenges. They also committed to training union leaders and supervisors to jointly conduct meetings to resolve issues on a departmental level. Since then, union and management have trained dozens of teams that are tackling problems cooperatively.

Arbitration Should Not Be Like a Box of Chocolates

No, Forrest, arbitration should not be like a box of chocolates. You should know what you’re gonna get. Learn how to bring order to arbitration by establishing and communicating procedural rules and agendas.

Managing Relationships and Conflict in the Workplace

An interactive and stimulating discussion on tensions at work that will raise awareness of the genesis of workplace and personal conflict. Presenters will review case studies and discuss typical constructive behaviors (cognitive) that lead to positive and creative outcomes and destructive (affective) behaviors that escalate or prolong discord. Participants will leave with a better understanding of conflict and how to manage it.

■ **A Decade of Success: How We Built Labor-Management Cooperation in Seattle on a Shoestring (Public Sector Track)**

They hate each other! They’re threatening a job action! They want way more than we can give them! Fix the problem! Heal

the relationship! And, by the way, we don’t have any money for you. Sound familiar? Find out how a regional program has built labor-management partnerships by leveraging resources for a decade and is growing stronger. Come to this interactive workshop and get real-world ideas, reduce your costs and get more efficient.

“I’ve Never Heard of these People!” Or How to Learn More About the Arbitrators on That FMCS Panel You Just Received

Information about an arbitrator on an FMCS panel may be scarce or hard to find. This presentation will show that how you request a panel influences who the arbitrators are on the panel you receive, and how other sources, including the ACR Workplace Advanced Practitioner Designation, can help you find out more about the arbitrators on the panel.

● **Monday Afternoon**

Emerging Trends: Strategic Relationships between Labor and Management: An Assessment of 25 Years Experience with Labor-Management Partnerships

More management organizations are looking at creating strategic partnerships with unions to tackle performance challenges and gain a competitive advantage. Experience with these innovative relationships over the last 25 years teaches a lot about success and failure. This workshop examines the lessons offered by numerous specific cases.

Presenter:

Dr. Thomas J. Schneider, *Restructuring Associates, Washington, DC*

The Focus Crisis: What Do They See When They See You Coming? (This workshop is repeated from Monday morning.)

New approaches to nurturing focus, with attention to the power of perception, “traveling by detour” and “direction, discipline, delight.”

Presenter:

Stephen Gower, *The Gower Group, Inc., Toccoa, GA*

■ **Get Fit or Get Out (Public Sector Track)**

Firefighter unions and management mutually confront illness, on-the-job injuries and worker compensation claims by changing the culture of a department. Learn how one department put jobs on the line, mid-contract, in exchange for health and wellness.

