

MANDATE TRADE UNION

TRAINING, LEARNING, PROGRESSION



MANDATE
TRADE UNION



Contents

Welcome To Mandate (Video): Scan The QR Code	2
House Committee Induction Training	4
Workplace Union Reps Training	5
Health & Safety Training	6
Politics & Society: Understand the Issues that Impact on Workers	7
Workplace Injustice: How It May Lead To Collective Action	8
Bullying & Harassment in the Workplace	9
Employment Law	10
Effective Teamwork: Where and How You Fit In	11
Assertiveness at Work	12
Effective Meetings	13
Presentation Skills: Getting Your Message Across Effectively	14
Successful Negotiations: Getting To Yes	15
Preparing And Presenting A Case for the W.R.C. and the Labour Court	16
Skills For Work: Personal Development Courses	17
Online and Virtual Training	18
Course Registration Form	19



Scan the QR Code to
Introduction Video to
Mandate Trade Union

Welcome to Mandate Trade Union

ABOUT

**MANDATE TRADE UNION –
THE RETAIL, BAR AND ADMINISTRATIVE WORKERS' UNION.**

Mandate is a union of over 40,000 workers across Ireland. Our members join together where we work to protect and improve our conditions of employment. It is often necessary for us to join together so that the companies we work for take us seriously on issues that concern us such as decent hours, pay rates, job security and fair treatment. Mandate offers support and advice on how you and your co-workers can form a union in your own workplace.

WHY I'M A MANDATE MEMBER

“I have been provided with expert support, tools and education that has been vital to my and my colleagues fairer treatment in the workplace. I have the support and backing of over 40,000 members from all walks of life and they have mine. The support is real at shop level right up to the national level for all issues, negotiations and training.”

Ross MacMahon Tesco Co. Dublin



WHY I'M A MANDATE MEMBER

"I know that with Mandate behind me I will always have support, advice and experienced people to stand by me. I feel safer in my employment knowing that this advice and support is readily available should I need it."

Stephanie Thompson, Heaton's Co. Limerick

MANDATE – YOUTH NETWORK

Mandate Youth Network brings together a Network of young Mandate activists united on issues and concerns both at home and abroad and allows us to promote within Mandate the voice of youth. As young workers, we face specific issues not just at work but across society in general. Our Youth Network will build a strong representative voice and we will use organising and campaigning as the key to building that voice and to constructing a stronger and more representative Mandate Trade Union.

Mandate Youth Network now needs your involvement as we work to develop programmes of action for all young workers in our Union. We are the future of the Trade Union Movement, help us to shape that future.

If you are interested in joining our Network, learning more about the Network or joining Mandate, contact us at Mandate Youth Network at O'Lehane House, 9 Cavendish Row, Dublin 1, Telephone 01 8746321.

Or alternatively send us an email at ablake@mandate.ie



House Committee Induction Training

Course Content:

This three-hour workshop is designed to give participants an understanding of the essentials associated with House Committees. It will cover a range of pertinent issues, including the committee members' roles.

Learning Outcomes:

At the end of this training course participants will have gained an awareness on:

- ✓ Background to Mandate Trade Union
- ✓ A stronger Union Workplace
- ✓ Organising Your Workplace
- ✓ Handling members problems/Grievance and Disciplinary
- ✓ Development of effective communications
- ✓ Building your network and involvement in Mandate Trade Union



Workplace Union Reps Training

Course Content:

This two-day training course is “Essential Key learning & support” for new Shop Stewards & Deputy Shop Stewards, as it is specifically designed for members who are representing workers in a union capacity in the workplace. The course will cover a range of topics, for example The role of the Union & IR issues and Organising & Recruitment with a particular emphasis on clear steps to raise grievances and to represent members on the shop floor, with a range of different scenarios the members may encounter.

Learning Outcomes:

At the end of this training course participants will understand:

- ✓ Networking & Shared Learning
- ✓ The role of the Union & IR issues
- ✓ Knowledge Building & Capacity
- ✓ Organising & Recruitment



Health & Safety

Course Content:

This one-day training course is designed to provide participants with with certain skills in Health & Safety Awareness. The course will cover a range of topics, for example how to implement Health & Safety procedures into specific job practices, undertake risk assessments and steps to raise grievances for the safety, health and welfare of all members.

Learning Outcomes:

At the end of this training course participants will be able to:

- ✓ Describe the role and function of the Safety Representative
- ✓ List the legal requirements involved
- ✓ Assess, investigate and help prevent accidents in the workplace
- ✓ List the main requirements of a Safety Statement
- ✓ Undertake risk assessments
- ✓ Gain a solid understanding of everyone's health & safety responsibilities
- ✓ Identify the different types of safety signs and what they mean
- ✓ Recognise the risks and hazards in a workplace so that you can prevent accidents or injuries



Politics and Society

Understand the Issues that Impact on Workers Living Standards and their Quality of Life

Course Content:

This one-day training course is designed to give participants an understanding of the essentials associated to **"The Current Crisis, Welfare State** (a system whereby the state undertakes to protect the health and well-being of its citizens), Austerity (difficult economic conditions created by government measures), **Privatisation** (the transfer of a business, industry, or service from public to private ownership and control) and **Housing**". This course will enable participants reflective ability to develop as an active citizen.

Learning Outcomes:

At the end of this training course participants will be able to understand, analyse and critique the system. They will gain:

- ✓ an understanding of the social systems within which people act locally, nationally and more widely
- ✓ an understanding of concepts which underpin contemporary systems of government and of the diverse models for making these concepts operational
- ✓ an understanding of and a respect for human rights and responsibilities, for human dignity and for democratic modes of governance
- ✓ an understanding of and a respect for sustainable development
- ✓ a commitment to and a capacity for engagement in peaceful and democratic means of resolving conflicts
- ✓ a sense of care for others and a respect for and a valuing of diversity in all areas of human life within the parameters of human rights principles
- ✓ the capacity to analyse and interpret social and political research data, to use carefully in forming opinions and coming to conclusions
- ✓ the history of the Labour movement, its relation to capitalism and trade unions



Workplace Injustice: How It May Lead To Collective Action

What is Mobilisation Theory?

“Mobilisation Theory is a Workplace Injustice that motivates workers to engage in Collective Action for a particular outcome.”

Course Content:

This one-day training course is designed to give participants an understanding on Mobilisation Theory; for workplace injustice or issues to gain traction, members must acquire and successfully Mobilise resources to their advantage to achieve their goals. The course will include clear steps on Organising to increase capacity and strength towards Collective Action.

Learning Content:

At the end of this training course participants will be able to:

- Understand Mobilisation Theory from their Employers perspective
- Understand the importance of Organising and Mobilising Collectively
- Define their Interests in Collective Terms
- Identify Leaders and Activists
- Form Organising Committees
- Develop Union Structure



Bullying and Harassment in the Workplace

Course Content:

This one day course is designed to equip activists with certain skills, to ensure they are confident and supported in their role as union reps and have awareness of Bullying & Harassment in the Workplace. Core principals of this coaching and development programme is to give members all the important information, e.g., clear steps to raise grievances and to represent each member on the shop floor with confidence for outcomes that benefits workers and their rights.

Learning Outcomes:

At the end of this training course participants will be able to:

- ✓ Bullying and harassment defined – Types of bullying
- ✓ Bullying and the law – Relevant legislation pertaining to bullying and harassment – Codes of Practice
- ✓ Harassment defines
- ✓ Dignity at work
- ✓ The rights and duties of employees pertaining to bullying and harassment
- ✓ Prevention of bullying and harassment in the workplace
- ✓ Anti bullying policy
- ✓ Disciplinary procedures
- ✓ Constructive dismissal as a result of bullying and harassment
- ✓ Inappropriate behaviours and keeping a diary
- ✓ Sexual harassment and stress
- ✓ Resolution procedures
- ✓ Vicarious Liability



Employment Law

Course Content:

This two-day training course is designed to provide participants with basic level introduction to employment law. The course will cover a range of topics, such as: trade union law, unfair dismissals, equality law etc. It will enable participants to understand how to access relevant legal information and how to evaluate employment law issues.

Learning Outcomes:

At the end of this training course participants will be able to:

- ✓ Identify the main sources of Irish labour and trade union law that influence the legislative and contractual context within which MANDATE and its members operate
- ✓ Understand the main provisions of those workplace-related statute laws most commonly contested and availed of
- ✓ Access relevant legal information – incl. statute and common law/case precedents – enabling them to construct a case for adjudication at the Workplace Relations Commission and/or the Labour Court
- ✓ Appreciate the importance of taking a balanced, careful and considered approach, when assessing the feasibility of progressing an employment law related case



Effective Teamwork: Where and How You Fit In

Course Content:

This one-day training course is designed to help course participants to acquire the necessary knowledge and to apply the appropriate skills and behaviours considered essential to the development of a harmonious and successful team. That is, it will enable the building of stronger relationships with the team, as team members get to know each other better and create the foundations for a high performing group or team. Having established one's preferred team roles – and its strengths and development needs – the course addresses the five main dysfunctions of a team and how they can be successfully overcome.

Learning Outcomes:

At the end of this training course participants will know:

- ✓ What role(s) they are best equipped to perform in a team
- ✓ How to overcome a lack of trust among team members
- ✓ How to engage in constructive conflict
- ✓ How to follow a clear, concise and practical guide to using the five dysfunctions of a team as the basis for improving team relationships and effectiveness
- ✓ What is required to realise the potential of teamwork



Assertiveness at Work

Course Content:

This one-day training course is designed to aid attendees in standing up for their rights, without being inappropriately aggressive. It is designed to help participants to express their thoughts, feelings, wishes and needs in a courteous, tactful and appropriate manner. 'Assertiveness' is encouraged as the most appropriate route to take in most situations, as it far exceeds passive or aggressive behaviour in terms of enhancing the prospects of attaining one's goals and the maintenance of ongoing cordial and productive relationships. In one's capacity as a MANDATE representative or employee, it is a basic requirement that you express relevant needs and desires in an appropriate manner. So, this course is designed to enable attendees to interact with others in an open, transparent, and appropriate manner, without doing damage to or infringing on the rights of others.

Learning Outcomes:

At the end of this training course participants will know how to:

- ✓ Make an appropriate and positive impact when communicating with others
- ✓ Use the right style of behaviour to help (rather than hinder) you in the attainment of your goals and aspirations, thus achieving your outcomes in a positive manner
- ✓ Distinguish between passive, aggressive and assertive behaviour
- ✓ How to manage your emotions, remain calm and reduce stress during potentially conflictual situations
- ✓ How to think and conduct yourself assertively
- ✓ Effective communications.



Effective Meetings

Course Content:

This one-day training course is designed to give participants an understanding of the essentials associated with effective meetings. It will cover a range of pertinent issues, including the committee members' roles, planning/preparing for meetings (incl. agenda preparation), 'best practice' minute-taking, the management of challenging behaviours and scenarios at meetings and post-meeting assessment tools that are designed to enhance meetings for the future.

Learning Outcomes:

At the end of this training course participants will understand:

- ✓ The roles and responsibilities of the 'model' Chairperson/Facilitator, Secretary/Recorder and the other meeting participants
- ✓ How best to prepare tailored agendas efficiently and effectively
- ✓ How to facilitate productive discussion via tactful questioning, active listening, appropriate acknowledgements, considered clarifications and succinct summaries
- ✓ The importance and the art associated with the assignment of follow-up tasks or responsibilities and agreement on and the application of deadlines
- ✓ The process for effective participation and decision-making, as customised to and agreed upon by the meeting group for the attainment of consensus
- ✓ How to effectively manage and resolve challenging behaviours, situations and meeting attendees



Presentation Skills: Getting Your Message Across Effectively

Course Content:

This one-day training course is designed to give you the tools and techniques that you need to prepare and deliver presentations effectively. Beyond focusing on what you should do, you will also learn about the most common presentation pitfalls and how you can avoid them. In advance, you will be asked to prepare and deliver a very short presentation on any topic of your choice. Thereafter, your presentation will be reviewed for the purpose of giving you supportive and constructive feedback on your

Learning Outcomes:

At the end of this training course participants will be able to:

- ✓ Appreciate and apply the art or skill-set associated with effective presentations, enabling them to become better presenters/communicators
- ✓ Understand the necessity of taking CONTROL of the (i) material, (ii) the nerves and (iii) the audience, to ensure maximum impact for their presentations
- ✓ Improve their presentation content, structure, delivery and use of visual aids



Successful Negotiations: Getting To Yes

Course Content:

This one-day training course is designed to aid attendees in getting the most from the full range of negotiation scenarios. Participants will discover how to negotiate effectively, via the standard four-stage process most commonly associated with successful bargaining (i.e., Preparing, Opening, Bargaining and Closing). Having addressed the standard conventions or 'unwritten rules' associated with the negotiation process, together with the skills and stages essential to getting the best deal, the course will also provide participants with an understanding of how to reach a deal that satisfies all involved (i.e., win: win as opposed to win: lose or lose: lose). This training course will rely heavily on the participants' engagement with a 'real' and specific employment-related scenario, followed by detailed assessment or participant-focused feedback.

Learning Outcomes:

At the end of this training course participants will be able to:

- ✓ Negotiate effectively, via the 'best practice' application of the four key stages (i.e., preparing, opening, bargaining and closing')
- ✓ Appreciate the need for team solidarity and discipline in the conduct of negotiations
- ✓ Apply the all-important conventions or 'unwritten rules' associated with successful negotiations



Preparing And Presenting A Case At Third Party Fora – W.R.C. and the Labour Court

Course Content:

This one-day training course is designed to assist attendees in putting forward their 'best case' at a third-party hearing (i.e., the Workplace Relations Commission, the Labour Court). In addition to outlining the role and mechanics of the aforementioned State adjudication bodies, the course takes parties through the A to Z of hearing procedures and processes. It also alerts attendees to the all-important preparatory work that is essential to the presentation of their case and the art of cross-examination.

Learning Outcomes:

At the end of this training course participants will be able to:

- ✓ Know how to research and compile their case(s) for presentation at a third-party hearing
- ✓ Understand and utilise the procedures and processes deployed by third-party institution adjudicators/chairpersons
- ✓ Appreciate and deploy both statute law provisions and common law precedents to the maximum advantage of their clients/claimants



Mandate Trade Union are offering you an opportunity to attend various online courses listed below under the Skills for Work Programme. Places fill up early, there will be a waiting list compiled and courses will be offered to those on the waiting list.

You must be in employment to avail of this opportunity, and eligibility criteria will apply.

Courses will be delivered on-line via Zoom. Please register your interest as soon as possible to avoid disappointment, places will be allocated on a first come basis.

Course 1:

Online Computer skills (Basic computers)

- Learn basics on how to use computer
- How to use ZOOM (phone or laptop)
- Keyboard skills/Word processing
- Windows & File Management
- Word - Letter writing & form filling
- Using the internet/ Social Media
- Working with email
- Microsoft Office- Excel, PowerPoint, Word etc.

Course 2:

Supervisor course

- Leadership
- Team work fundamentals
- Effective Communication
- Listening Skills
- Performance & Motivation
- Confidence
- Dealing with conflict
- Feedback giving/receiving
- Boundaries
- Decision making.

Course 3:

Workplace communications through English (Workplace English and Language)

Improve language ability in the areas of :

- Pronunciation
- Listening
- Speaking
- Writing
- Reading
- Vocabulary
- Grammatical rules of language

Places are limited so please contact **Amanda Blake** on **0874406564** if you have any questions or email: ablake@mandate.ie

Please register early to avoid disappointment



Online and Virtual Training



Scan the QR Code
to Mandate's website for
an extensive view of courses on offer
Don't forget to **click on the**
Training Tab

**"Develop your Personal and
Professional Development.**

**Learn Online at a time, pace, and
place that suits you!**

Course Registration Form



Please follow the online Registration Link to apply for the course/s of interest. Alternatively, please complete the Registration form below and return to Mandate Trade Union, O'Lehane House, 9 Cavendish Row, Dublin 1.

Training Course Registration Form

Name* _____ Mobile* _____

Employer* _____
Email* _____ Location* _____

Please indicate the course/s you wish to register for

Health & Safety	Effective Meetings	Effective Teamwork
Workplace Union Reps	Politics & Society	Employment Law
Successful Negotiations	Assertiveness at Work	Bullying & Harassmen
Presentation Skills		

Other

Please indicate here if you have any mobility or dietary or other supports, we need to take into consideration in accommodating your attendance and participation in the selected course, where possible.

Special Requirements

How did you hear about this training course from Mandate?

My Mandate Official
Another Mandate staff member
The Mandate website
Another Mandate member

Other

All Applications received will be considered and you will be notified thereafter by Mandate Training Centre. Classes are formed depending on sufficient numbers and tutor availability but are at all times subject to change. Please visit www.mandate.ie for an extensive view of Mandate Training courses and dates available to you either in person or virtually.

notes



MANDATE
TRADE UNION

Mandate Trade Union

O'Lehane House

9 Cavendish Row

Dublin 1

Email: mandate@mandate.ie

Web: www.manate.ie

