

POSITIVE EMPLOYEE RELATIONS & UNION AWARENESS

ONLINE TRAINING COURSE

ELT's Positive Employee Relations & Union Awareness Course (PER) is a highly interactive and engaging online curriculum designed for managers.

This course helps employers tackle the challenge of training large and dispersed populations of supervisors on good management practices, labor law compliance, union awareness, and union organizing. PER's online modular delivery makes successfully educating your managers simple, quick, and extremely cost-effective. Training assignments can be automated and are fully trackable with 24/7 online access.

PER Course Goals:

This course provides managers with the fundamental skills and information they need to manage effectively, and to ensure that employees feel respected and heard. PER teaches managers how to create a fair and productive workplace where employees do not feel the need for union representation. We call these Good Management Practices (GMPs).

PER also covers the essentials of labor law compliance, union awareness, and union organizing. The course ensures that managers understand employee and employer rights and obligations under federal labor laws. PER also addresses employer expectations when it comes to communicating about unions and managing during a potential union-organizing campaign. The focus is on positive employee relations.

Anticipating EFCA:

PER anticipates potential changes to the National Labor Relations Act (NLRA) given current activity around the Employee Free Choice Act (EFCA). The program's unique modular and flexible design allows it to be updated if and when EFCA becomes law.



Course Details

Bandwidth Options:

- *High* – Video & Audio
- *Medium* – Still Images & Audio
- *Low* – Still Images & Text Only

Customization Options:

Vignettes can be seamlessly customized to feature your organization's branding, policies, rules, and priorities. Vignettes can be easily removed from the curriculum, and new vignettes can be added.

Length & Delivery Options:

- Standard Version for Managers/Supervisors: ~120 minutes (Includes robust "Good Management Practices" content)
- Basic Version for Managers/Supervisors: ~45 minutes (Union organizing and union awareness content only)
- Customize course length by choosing which vignettes to include

Hosting Options:

Hosted on ELT's robust and scalable LMS or your own SCORM- and AICC-compliant LMS.

in partnership with



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ONLINE TRAINING COURSE - Releasing August 2009

Course Design & Content:

Set as a TV “news show,” the PER course puts lessons into a vivid, real-world context that will resonate with your managers. Content is highly engaging and communicated through a variety of storytelling mechanisms. Vignettes are presented in full-motion video and include several interactive Q&A exercises. Medium- and low-bandwidth versions are also available.

- PER includes a total of 7 modular vignettes (~2 hours in total).
- The Union Awareness and Union Organizing components of this course (2 vignettes, ~35–40 mins in total) equip managers with the information and skills necessary to create and sustain a workplace where employees don’t feel the need to seek out third-party representation.
- Specific topics covered in these 2 vignettes include:
 - The importance of respecting employees’ rights and following the law as well as employer policies.
 - The root causes of organizing.
 - Benefits of remaining union free.
 - Realities of managing a unionized workplace.
 - Critical manager actions and manager roles.
 - The importance of good communication.
 - How to talk with employees about unions (including TIPS and FOE).
 - The basics of how unions organize workers.
 - Common warning signs of organizing activity.
 - How to respond to signs of organizing.
 - Important potential legislative developments post-EFCA (or other legislation).
- The Good Management Practices (GMP) component of the PER course consists of 5 vignettes (~75 mins in total). The GMP content educates managers about EEO fundamentals and critical employment life-cycle issues. This content is vital because poor management practices, poor communication, inconsistent and unfair treatment, and discrimination are among the most common reasons that employees seek out third-party representation.
- Developed in close partnership with Littler’s top labor and employment law experts, PER’s GMP vignettes cover the topics that are critical to creating a fair and productive workplace, where employees do not feel the need for union representation:
 1. EEO Basics
 2. Hiring and Interviewing Lawfully
 3. Performance Management & Discipline
 4. Employee Complaint Management
 5. Terminating Lawfully



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