

**HR Policy Association  
U.S. Labor Relations Professional Certification**

***“Administering the Contract:  
Handling Grievances and Arbitrating Workplace Disputes”***

**Course Schedule**

*8:00 a.m. to 12:00 p.m. ET*

**Handling Grievances**

- Labor Relations in the Workplace
- The Quiz
- Grievance Procedures
- Grievance Triggers, Drivers and Prevention
- Defining Grievances
- Time Limits
- Information Request
- Past Practices
- Grievance Process
- Investigation of Grievances
- The W’s
- Supervisor/Manager Responsibilities
- Understanding Grievances
- Disciplinary Grievances

*12:00 p.m. to 1:00 p.m. ET*

**Lunch Break**

*1:00 p.m. to 2:30 p.m. ET*

## **Arbitrating Workplace Disputes**

- Just Cause Principles
- Evaluating the Discipline Case
- Union's Duty of Fair Representation
- Arbitration Purpose and Types
- Arbitrating Discipline / Discharge Cases
- The Mechanics of Setting up the Arbitration
- Preparing Your Arbitration Case
- Exploring Settlement
- Conducting the Arbitration Hearing
- Common Errors in Arbitration

*2:30 p.m. to 4:30 p.m. ET*

## **The Stowe Arbitration Exercise**

*4:30 p.m. ET*

## **Wrap-Up and Evaluation**