

Help and Advice

If you wish to discuss developing a new course that isn't in this brochure, or the details of delivering an advertised course, please contact Judith Jackson (Head of Educational Services) at the GFTU office:

General Federation of Trade Unions

4th Floor, Headland House, 308-312 Gray's Inn Road, London WC1X 8DP

Telephone: 0044 207 520 8340

E-mail: judith@gftu.org.uk

Language Provision

All courses in this brochure are available for delivery in English, and French. We may also be able to offer courses in Spanish and Arabic on request. The GFTU has a unique international partnership with Toulouse Business School and its campuses in France, Spain and Morocco.

The GFTU can provide a high calibre, eminent cadre of teaching staff who are qualified graduate and post-graduate professionals in their field.



Equal Opportunities

The GFTU aims to promote diversity in all of its activities. It is committed to provide services that are free from discrimination in respect of gender, race, disability, religion, age, sexuality or HIV status.



2010 Interim Course Brochure from the General Federation of Trade Unions (GFTU)



Building Stronger Unions: The GFTU at Work

Leadership
union recruitment

organising
communication



The GFTU

The General Federation of Trade Unions (GFTU) is an independent federation of specialist unions and professional associations.

The Federation was established by the UK Trades Union Congress in 1899 and provides a range of services to affiliates in particular around education and training.

In 1971, the GFTU Educational Trust was established. This finances educational activities for trade union members in the fields of industrial relations, law, health and safety and other topics of interest. As a result, the GFTU has a panel of over 20 tutors and partnerships with academic institutions both in the UK and overseas.

The Trust has continued to expand its services, offering a wide range of courses and other activities across the UK, Europe and globally.

All images used in this brochure are of actual GFTU educational activity.

The GFTU and CCISUA

CCISUA made the landmark decision to affiliate to the GFTU early in 2010. This has enabled the GFTU to produce this brochure of courses available to all CCISUA affiliates. The GFTU has been involved in successful work with ICTY and UNICEF prior to the affiliation of CCISUA to the GFTU.

The courses have all been developed specifically for members working within UN structures and have been costed on a non-profit making basis by the GFTU.

All courses advertised here are offered on a wholly customisable, flexible basis. The GFTU understands the highly specific, demanding nature of the work of UN workers and can ensure that our teaching and materials reflect this.

Other Courses Available

As well offering all of the previous courses the GFTU is able to offer other courses on a customisable basis including:

- Trade unions and globalisation (Duration 2 days)
- Dealing with bullying, harassment and stress (Duration 2 days)
- Building self-esteem and assertiveness (2 days)
- Dealing with life changes and preparing to retire (2 days)
- Global trade union history (2 days)
- Project management (1 day)
- Time management (1 day)
- Dealing with workplace conflict 91 day)
- Self-management and personal effectiveness (2 days)
- Emotional intelligence (2 days)
- Advanced negotiating behaviours (2 days)

These courses will be individually costed when commissioned. Please contact Judith Jackson at the GFTU for an informal discussion about the details of courses and how they can be customised.

All individual members of CCISUA affiliates are entitled to apply to attend GFTU weekend schools in the UK which are advertised in the GFTU courses educational programme brochure. Members coming to the UK from overseas locations must however, cover their own travel costs. All other costs (tuition, teaching materials, accommodation and catering) are covered by the GFTU.

The 2010 GFTU courses brochure can be download at:

<http://www.gftu.org/content/3/1/13/>

Application forms for GFTU UK-based courses are available from the same web link.

Communication Strategies for UN Unions (Duration 2 Days)

Effective communication is key to union representative and leadership roles. This course includes:

- Developing effective public speaking skills
- Listening, speaking and the skills of body language
- Effective skills for interviewing union members
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$2,000 (Not including tutor travel costs and DSA)

Campaigning Around Issues (1 or 2 Days)

Union campaigns are key to building local union strength and to creating effective alliances and to coalition building. The course covers

- The key stages in building effective campaigns
- Tools for assessing campaign strategy and outcomes
- Allies and blockers: Analysing who to work with and why
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: 1 Day = US\$ 1,000, 2 Days = US\$ 1,950

(Not including tutor travel costs and DSA)

Making Your Union Relevant in the Workplace (Duration 1 Day)

Poor union organisation is caused when unions are seen as weak, ineffective and irrelevant. Avoid this with this course. It covers:

- Identifying methods to encourage members to engage in union activity
- Improving your communication and mobilisation strategies
- Developing a short and long-term union branch development plan
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$ 1,000 (Not including tutor travel costs and DSA)

Affiliates of CCISUA can commission any of the following courses.

UN Union Representative Basics Course (Duration of 3 Days)

This course provides a foundation of knowledge and skills for newly elected or appointed union representatives. The course includes:

- An introduction to employment regulations within the UN system
- Handling member's disciplinary and grievance cases
- Building key skills to build effective union organisation
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$2,500 (Not including tutor travel costs and DSA)

UN Union Representatives Advanced Course (Duration 2 Days)

This course builds on the basic course and enables representatives to move forward with their roles. The course includes:

- Developing your negotiation and case handling skills
- Tackling organisational issues e.g. redundancy
- Contractual issues e.g. job evaluation
- This course can be customised to meet the specific circumstances of UN offices and duty stations

Course Cost: US\$2,000 (Not including tutor travel costs and DSA)

UN Union Representative Leadership Course (Duration 1 Day)

More in-depth leadership courses are available in 2 or 3 day formats.

This course introduces union reps to the key skills and knowledge needed for union leadership roles. It includes:

- Understanding leadership types
- Communication and listening skills
- Handling conflict and building consensus
- This course can be customised to meet the specific circumstances of UN offices and duty stations

Course Cost: US\$1,000 (Not including tutor travel costs and DSA)

Downsizing and Redundancy Handling for UN Union Representatives (Duration 2 Days)

This intensive course prepares representatives for the wide-range of issues that arise when members face job loss:

- Identifying and preparing for key bargaining issues with management
- Identifying strategies to minimise job losses
- Handling members' concerns and their individual or collective cases
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$2,200 (Not including tutor travel costs and DSA)

Effective Negotiating (Duration 2 Days)

This innovative courses enables union representatives to confidently handle most negotiating scenarios. Reps will cover:

- Key methods to aid preparation for negotiations
- Good practice in handling joint negotiating committee meetings
- Building negotiating strategies
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$2,000 (Not including tutor travel costs and DSA)

Membership Organising (Available in 1 Day Format, or More Detailed 2-Day Format)

This customisable course will enable union representatives to build strong local groups of union members. Reps will understand how to:

- Create short and long-term organising strategies
- Identify issues that will help in organising members
- Encourage members to engage in union activity
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$1,000 (Not including tutor travel costs and DSA)

Health & Safety Representatives (Duration 5 Days)

This course provides health and safety representatives with an introduction to the main duties of their role. It includes:

- Identifying issues that cause harm to health, safety and welfare
- Handling member's health and safety cases
- Tackling hazards through risk assessment
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$4,900 (Not including tutor travel costs and DSA)

Grievance & Dispute Handling (Duration 2 Days)

This intensive two-day course enables union representatives to confidently and successfully handling cases aspects of members' grievances and/or where they are being disciplined. It includes

- Understanding UN employment regulations covering grievance and dispute resolution
- Handling member's cases and negotiating skills
- Using grievances and disciplinary cases to build union organisation
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$2,200 (Not including tutor travel costs and DSA)

Strategic Planning in Your Union (Duration 2 Days)

This course explores the wide range of strategies that can be used by union representatives to build and strengthen their local union organisation. It includes:

- Identifying workplace issues through mapping exercises
- Strategies to engage members in union activity
- Working with others to build union strength
- This course can be customised to meet the specific circumstances of UN offices and duty stations.

Course Cost: US\$2,400 (Not including tutor travel costs and DSA)