

Understanding & Navigating Public Utility Unions

MWWA Course: MWWA 24-003

This training provides utility managers with an overview of the laws, regulations, and best practices related to union contracts. Participants will gain valuable insights and practical strategies for fostering positive and productive relationships with union representatives and bargaining unit members. Mary Beth Bernard of HR Key Solutions and Attorney Tim Zessin have many years of experience on this topic and will share their valuable tips and tools for successful union practices.

Learning Objectives:

- Understanding the legal landscape governing public union employees, including relevant state and federal laws.
- Navigating the collective bargaining process, including contract negotiations, grievance procedures and dispute resolution.
- Identifying the rights and responsibilities of both union members and management
- Developing effective communication strategies and fostering collaborative relationships with union representatives.
- Handling Grievances and Disputes: Learning best practices for addressing and resolving grievances and workplace disputes fairly and efficiently.
- Cultivating leadership skills that promote a positive and productive work environment for all employees, regardless of union affiliation.

This course is approved for **2.0 TCHs** (Training Contact Hours) for Massachusetts Water and Wastewater Operators. It will be taught using the Zoom platform. Participants will need to have a reliable highspeed internet connection and computer device with both video and audio capability. Please review our Student Expectations for Attending Virtual Training at www.masswaterworks.org/education.

LOCATION: Remote Training via Zoom

DATE: Thursday, November 14, 2024

TIME: 8:30 – 11:30 AM

COST: \$50 Members; \$90 Nonmembers

INSTRUCTORS: Attorney Timothy D. Zessin, KP Law
Mary Beth Bernard SHRM-SCP, SPHR, HR Key Solutions, Inc.

AGENDA	8:30 – 8:45 AM	Class Overview & Introductions
	8:45 – 9:45 AM	Overview of Legal Landscape of Public Sector Unions.
	9:45 – 10:00 AM	Break
	10:00 – 10:45 AM	Effective Communication and Handling the Grievance Process
		Important Tips & Strategies
	10:45 – 11:00 AM	Q & A, Conclusions & Course Evaluations

Registrations must be done on-line (www.masswaterworks.org). If you need registration assistance, please email adminmwwa@masswaterworks.org or call 978-263-1388.

ATTENDANCE & TCH POLICY: Participation of the attendees will be confirmed throughout the Zoom session. Participation and completion of an online evaluation form are necessary to be eligible for TCHs. TCHs will be issued only when full payment is received.