

Grievance Tracking System

Description	<p>This program provides an overview of the OCB grievance tracking system: its purpose, use parameters, system features and functionality. Attendees will learn to use the database through hands-on training. In this test environment attendees will learn to create, modify and close grievance records. <u>Access privileges will be required prior to database use.</u></p>
Intended Audience	<p>Only for Exempt personnel who process grievances.</p>

Conducted in computer lab to allow for hands-on application

- ◆ Background and purpose of tracking system
- ◆ Use and confidentiality
- ◆ Features and functionality
- ◆ Interaction with the OCB arbitration database
- ◆ Search and report capabilities

This course is now required for OCB Academy graduation for those individuals that will have access and use the system. This course will not be mandatory for those individuals who will not have access to system.



Training Course Catalog

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Screening and Selection

Description	<p>This course provides an overview of the contractual bidding rights of bargaining unit members and screening and selection process with specific focus on OCSEA and 1199 contracts. <u>Participants are encouraged to bring their own copies of the OCSEA and 1199 contracts.</u></p> <ul style="list-style-type: none"> ◆ Considerations prior to posting a vacancy Job Analysis Conducting Interviews Determining duties Classification specifications, position descriptions and position specific minimum qualifications ◆ Roles of managers and human resources
Intended Audience	Exempt supervisors, managers, and human resources personnel.



Absence Management

<p>Description</p>	<p>This program provides an overview of state leave benefits, the Family Medical Leave Act and a discussion regarding strategies for absence management.</p> <ul style="list-style-type: none"> ◆ Overview of FMLA, disability, workers' compensation, and wellness programs ◆ Overview of types of leaves and approval process ◆ Strategies to minimize absences ◆ Tools to put employees on notice
<p>Intended Audience</p>	<p>Exempt supervisors, managers, labor relations and human resource personnel.</p>

Great examples used for class discussion

General Information

Office of Collective Bargaining Training

This catalog was designed to outline the professional development opportunities from the Office of Collective Bargaining. We offer labor relations training to exempt supervisors, managers, labor relations and human resource personnel. In addition to our staff, our training incorporates agency representatives to offer their expertise with day-to-day administration and implementation. Our training courses are continuously updated based on contract negotiations, arbitration awards, and feedback from training participants, agencies, and other divisions within DAS.

General Information

We offer the following types of training:

- 1) Individual courses:
 Many of our individual courses are relevant to both labor relations personnel and supervisors who participate in contract administration, performance evaluations, investigations and discipline.

- 2) OCB Academy:
 OCB Academy is a certificate program that offers comprehensive labor relations training. Sixteen classes comprise the OCB Academy curriculum, and provide both contractual and practical information on many of the day-to-day duties of an agency level labor relations officer. ***Successful completion of OCB Academy may be substituted for 12 of the 36 months labor relations experience required on the LRO 3 Classification Minimum Qualifications. Information on CLEs are outlined for the Arbitration School course.**

- 3) Agency-level custom training:
 Exempt human resources and labor relations personnel may set up a training class for a specific group of supervisors and/or managers that is customized to their specific agency needs. Specific instructions regarding these requests are outlined on the next page.

Settlement Writing

 Description	To provide the “How, When and Why” of writing strong settlements that resolve an issue or dispute while complying with policies and satisfying mutual interests. <ul style="list-style-type: none"> ◆ Writing clear, concise statements ◆ Understanding the advantages and disadvantages of settlement writing
Intended Audience	Exempt supervisors, managers, labor relations and human resource personnel.

Drug Testing



Description	<p>To provide an overview of both Federal & State drug and alcohol policies and procedures.</p> <ul style="list-style-type: none"> ◆ Employees subject to testing ◆ Types of tests and when to use each ◆ Reasonable suspicion procedure ◆ Procedures and contractual requirements when employees test positive ◆ Last chance agreements ◆ Employee assistance program
Intended Audience	Exempt supervisors, managers, labor relations and human resource personnel.

General Information

Customized Training Opportunities

In order to best utilize all available resources, and ensure that the training is tailored to specific agency needs, all requests for agency-level training must:

- ◆ Ensure a minimum of 20 participants.
- ◆ Be reviewed with the requestor prior to the class
- ◆ Involve agency-level participation in training (i.e., agency labor relations personnel present agency specific information as it relates to the training).
- ◆ Be conducted on days in which OCB Academy classes are not already scheduled.

Please note: We are unable to conduct Arbitration School as customized, agency-level training.

Please submit a training request one of the following ways:

- ◆ Contact our office at (614) 466-0570
- ◆ Contact your agency's OCB LRS

Once your request is received, you will be contacted by a member of our training staff to discuss specific dates, times, and locations, and to review and modify available training material.

General Information

Frequently Asked Questions

- 1) Do I need to take the OCB Academy classes in a specific order to meet the graduation requirements?
 - ◆ **No, but you may want to consider the suggested sequence outlined on the following pages as each class has related topics in which build upon one another.**

- 2) Do I need to take the OCB Academy classes in a specific timeframe?
 - ◆ **No, but our training courses are updated continuously as laws and union contracts change.**

- 3) Is there a cost for any of the courses?
 - ◆ **No**

- 4) Who can attend the training?
 - ◆ **Our training is open to state, county, municipal and university employees that are EXEMPT from the bargaining unit.**

Introduction to Layoff

Description	To provide the statutory and contractual requirements for layoffs and other reductions in force. This training covers both exempt and bargaining unit employee layoffs. <ul style="list-style-type: none"> ◆ Considerations prior to initiating a layoff ◆ Layoff rationales ◆ Early retirement incentive plans ◆ Displacement and bumping ◆ Appeals, recall and re-employment ◆ Practical exercise
Intended Audience	Exempt personnel, labor relations and human resource personnel.



* CALMC: Columbus Area Labor-Management Committee

Class Change and Working Out of Classification Grievances

Description	<p>To provide an overview of the cause and possible remedies for workplace disagreements involving job duties or work assignments, as well as an overview of the different types of class changes and how they occur.</p> <ul style="list-style-type: none"> ◆ Classification Overview ◆ Contractual articles and timelines ◆ Grievance requirements ◆ Process of responding to the grievance ◆ Overview of the arbitration process ◆ Discussion on preventing grievances ◆ Processes for management initiated and union requested class changes ◆ Process for re-classifying an employee
Intended Audience	Exempt supervisors, managers, labor relations and human resource personnel.

Taught in collaboration with DAS Classification & Compensation

General Information

Frequently Asked Questions

- 5) Can I receive credit if I participated in the training at my agency?
 - ◆ **Yes, the majority of the time, you may receive credit if training was provided at your agency or customized for your agency’s needs.**

- 6) Do I have to attend the entire week of Arbitration School to receive credit?
 - ◆ **Yes, you have to participate the entire week of training as a student.**

- 7) Is there formal recognition for completion of all OCB Academy classes?
 - ◆ **Yes, participants will receive a certificate upon completion of each class and participants can choose to attend the OCB graduation.**

- 8) How do register for classes?
 - ◆ **Please follow the instructions on the next page and contact our office at (614) 466-0570 if you have any problems accessing our online registration program.**

General Information

Training Registration

Participants are required to enroll through an online registration program available at the following web address:

<http://trainreg.das.ohio.gov/>

Each class has a seating limitation so when an individual registers for a class, the class seat is no longer available for others. Because of this and the demand for the classes, we ask that everyone be committed to attending all classes for which they are registered.

Cancellation Information:

If a participant needs to cancel after registering for a course, we ask for prompt notification, preferably at least three days prior to the course start date. This will allow for students on the waiting list to be notified of an opening in the class. If the participant is unable to attend, he/she is asked to cancel the class via <http://trainreg.das.ohio.gov/> or by contacting our office directly at (614) 466-0570.

Introduction to Labor Management Committees

<p>Description</p>	<p>To provide a comprehensive overview of Labor Management Committees and how they promote a climate of constructive employee/employer relations as well as the contractual and practical need for managing Labor Management Committees.</p> <ul style="list-style-type: none"> ◆ Fundamentals of how to keep the meetings on track ◆ Analysis of how conflict is handled at the agency level ◆ Overview of conflict management, sources of conflict, and effects of unresolved conflict ◆ Tools/methods to manage conflict ◆ Process of how to take your LMC to the next level
<p>Intended Audience</p>	<p>Exempt personnel assigned to agency labor management, health & safety and other joint committees. Labor relations and human resource personnel.</p>



Mediation/Non-Traditional Arbitration

	<p>Description</p> <p>To provide the contractual background and requirements of alternative dispute resolution methods and why we use them.</p> <ul style="list-style-type: none"> ◆ Preparing a case ◆ Organizing a case ◆ Developing arguments & witness preparation ◆ Presenting a case
	<p>Intended Audience</p> <p>Exempt agency arbitration advocates to include labor relations and human resources personnel.</p>

Quick Glance: Training Courses

Course	Front-line Supervisors	Managers	Labor Relations / HR
Intro to Collective Bargaining (E-learning Pre-requisite)			
Just Cause in Employee Discipline			
Intro to Contract Administration			
Administrative Investigations			
Pre-Disciplinary Meeting			
Disciplinary Principles			
Handling Grievances			
Arbitration School			
Mediation/NTA Arbitration			
Intro to Labor Mgt Committees			
Class Change & Working Out of Classification Grievances			
Introduction to Layoff			
Drug Testing			
Settlement Writing			
Absence Mgt			
Screening & Selection			
Grievance Tracking			

Introduction to Collective Bargaining E-Learning Course

Description	<p>To provide an overview of the underlying foundation of the collective bargaining law and process for the State of Ohio.</p> <ul style="list-style-type: none"> ◆ Roles in Collective Bargaining ◆ Consequences of not following the procedures outlined in the collective bargaining agreements <p>Please note: This course is a prerequisite to <i>Introduction to Contract Administration</i>. You will need to complete this before becoming eligible to receive your certificate of completion for <i>Introduction to Contract Administration</i>.</p> <p>A job-aid outlining how to access this e-learning on OAKS is available on OCB's website.</p>
Intended Audience	Exempt supervisors, managers, labor relations and human resource personnel.

Arbitration School

Description	<p>To provide a comprehensive overview of the labor arbitration process. This interactive course utilizes a variety of teaching methods to involve the participant, (i.e., case studies, group discussion and lecture).</p> <ul style="list-style-type: none"> ◆ An introduction to labor relations ◆ A review of the grievance procedure ◆ An outline of case and presentation preparation ◆ Overview of evidentiary and procedural problems ◆ Observation of a mock arbitration ◆ Student presentation of discipline grievance to arbitrator
Intended Audience	Exempt personnel, arbitration advocates, labor relations and human resource personnel.
Continuing Legal Credit	10.25



Handling Grievances

	<p>Description</p> <p>To provide an overview of the grievance processes of various contracts and how to draft management responses.</p> <ul style="list-style-type: none"> ◆ Steps outlined in OCSEA, 1199, OEA ◆ Agency's role in each appeal level ◆ Costs associated with advancing grievances ◆ Explanation of how to draft responses and settle grievances
<p>Intended Audience</p>	<p>Exempt supervisors, managers, labor relations and human resource personnel.</p>

Just Cause in Employee Discipline E-Learning Course

	<p>Description</p> <p>To appreciate and understand the importance of just cause in employee discipline</p> <ul style="list-style-type: none"> ◆ To recognize the <i>Seven Tests of Just Cause</i> ◆ To identify the methods for meeting Just Cause standards <p>Please note: This course is a prerequisite to <i>OCB Academy</i> classes. You will need to complete this before becoming eligible to receive your certificate of completion for instructor led classes.</p> <p>A job-aid outlining how to access this e-learning on OAKS is available on OCB's website</p>
<p>Intended Audience</p>	<p>Exempt supervisors, managers, labor relations and human resource personnel.</p>

Introduction to Contract Administration

<p>Description</p>	<p>To provide an overview of the labor contracts with specific focus on OCSEA and 1199 contracts. <u>Participants are encouraged to bring their own copies of the OCSEA and 1199 contracts.</u></p> <ul style="list-style-type: none"> ◆ Union rights and responsibilities ◆ Unfair Labor Practices ◆ Specific contract provisions ◆ Differences and similarities in OCSEA and 1199 contract language <p><u>An Introduction to Collective Bargaining e-learning course is a pre-requisite to this class. Instructions will be sent upon registration.</u></p>
<p>Intended Audience</p>	<p>Exempt supervisors, managers, labor relations and human resource personnel.</p>

Updated with every contract negotiation

Disciplinary Principles

<p>Description</p>	<p>To provide an overview of the underlying principles of discipline and outline your leadership role in addressing different types of discipline and supervising an employee that was formally your peer. This class will specifically focus on the OCSEA and 1199 contracts.</p> <p><u>Participants are encouraged to bring their own copies of the OCSEA and 1199 contracts.</u></p> <ul style="list-style-type: none"> ◆ Roles of managers and human resources ◆ Contractual and legal requirements ◆ Work rules ◆ Last chance agreements ◆ Employee Assistance Programs ◆ Holding discipline in abeyance
<p>Intended Audience</p>	<p>Exempt supervisors, managers, labor relations and human resource personnel.</p>

Class time extended for exercises

Pre-Disciplinary Meeting



Description	To provide the legal background and contractual requirements of pre-disciplinary meetings. To prepare participants to become management advocates and meeting officers. <ul style="list-style-type: none"> ◆ Purpose of pre-disciplinary meetings ◆ Elements of pre-meeting notice ◆ Participants that should attend the pre-disciplinary meeting ◆ Explanation of procedural objections ◆ Evaluation of the evidence presented ◆ Preparation of the report
Intended Audience	Exempt personnel selected to be agency designees, managers, labor relations and human resource personnel.

Administrative Investigations



Description	To outline a systematic method of conducting administrative investigations, interviewing employees and other witnesses and preparing reports. <ul style="list-style-type: none"> ◆ Distinguishing administrative from criminal investigations ◆ Initiating the investigation ◆ Identifying witnesses ◆ Collecting evidence and documentation ◆ Planning the interview (dos & don'ts) ◆ Preparing investigative reports
Intended Audience	Exempt supervisors, managers, labor relations and human resource personnel.