

# PSAC North Grievance Handling

## GRIEVANCE HANDLING

This training is a must for stewards and other workplace representatives, or members who want to use the enhanced knowledge and skills to solve problems at the workplace. You will find out what the law says about grievances, grievors and their representatives, and the protections built in for those who choose to use the grievance procedure to solve problems. You will develop grievance handling and problem solving skills through "hands-on" exercises on gathering facts and resources, analyzing a problem, drafting grievance wording, building a complete file, and presenting the case to the employer. You will work with case studies based on actual grievances, and in the process, improve your knowledge of case law. Grievance Handling (GH) is a prerequisite to Advanced Stewards Training (AST).

October 24 & 25, 2009

9:00 am to 5:00 pm

Hay River - Ptarmigan Inn

Deadline for applications:

September 18, 2009

This course is open to all members  
in Hay River.

For more information or for a  
registration form please contact  
Roberta at the PSAC Yellowknife  
Regional Office by phone at  
1-800-661-0870 or by email at  
[blaker@psac.com](mailto:blaker@psac.com).

Registration forms are also available  
online at [www.psnorth.com/education](http://www.psnorth.com/education).

