



Manitoba
Government
and General
Employees'
Union

MEMBERSHIP EDUCATION COURSE GUIDE

2023 – 2024

TOOLS

to help you
welcome new
members to
the MGEU!

As a workplace rep, one of your key roles is to make sure all newly-hired members get a sense of what their MGEU membership means, how it works, and why it's important.

To make this as easy as possible, we have union orientation materials to help you welcome new hires to the MGEU. Every workplace rep should have these in their toolbox!



To find out more, please contact the Resource Centre

WELCOME TO THE

2023–2024 MGEU MEMBERSHIP EDUCATION COURSE GUIDE

Thank you for stepping up and agreeing to accept your vitally important role. Through the Membership Education Program, you'll gain the knowledge, skills and confidence to assist your fellow members in the workplace and, ultimately, to help build a better union.

As an elected leader, you have already shown you're ready to stand up, have a say, and accept new challenges. You are now an integral part of making our union the best it can be and you are encouraged to take advantage of the wide range of training opportunities available.

—THE MEMBERSHIP EDUCATION COMMITTEE

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GETTING STARTED



First, we encourage you to provide your email address to the MGEU. If you prefer to keep your union and personal email separate, you can create a free email account – Gmail, Apple Mail, Outlook or Hotmail, for example – that you use solely for union business.

It's important that we always have your **current email address** and other contact information in our database. Contact information can be updated by clicking on the "Update Your Information" tab at the top of **MGEU.ca** or by contacting the MGEU Resource Centre.



Next, set up an account on THE SOURCE FOR WORKPLACE REPS. THE SOURCE is a MGEU password-protected site for workplace representatives where you can submit your expenses, read your minutes, download the forms you need, and register for courses and other union events.



To access THE SOURCE, go directly to **thesource.mgeu.ca** or go to **MGEU.ca** and click THE SOURCE FOR WORKPLACE REPS button. You will need your member number and name as it appears on your MGEU Membership Card. If you don't have a card, or run into problems, please call the MGEU Resource Centre.



Lastly, we recommend signing up for direct deposit. Complete and submit the **Direct Deposit Enrolment Form** from THE SOURCE (From the menu, select "Forms," then "Downloadable Forms" and look under the "Finance" section).

REGISTRATION

You will be notified by email when registration opens for a course you are eligible to take. You can then login to THE SOURCE to register. Click "Courses/Events" from the menu. Courses that you are eligible to attend will be posted under "Available Events." Click the course name and follow the steps.

If you have not provided us with an email address, you will receive an application by mail. Please complete and return the application using the postage-paid, self-addressed, return envelope provided.

If your application has been accepted, four to five weeks prior to the course, you will receive an acceptance package by mail containing information regarding the course. A **Request for Union Leave** letter will be included, if you requested one. Please check that it is correct and provide it to your employer. If you require your acceptance package and Request for Union Leave letter emailed, please contact the Education Department through the MGEU Resource Centre.

You will be contacted by mail, email or phone if we need to cancel or reschedule your course.

YOUR FIRST COURSE

In any union school year, a president, chief steward, vice-president, member-at-large or steward can attend up to four days of MGEU training. **We Are the MGEU** is the first course to take.

Workplace safety and health committee members or representatives can attend up to four days of MGEU safety and health training. **Basic Safety and Health Training** is the first course to take.

QUESTIONS?

Contact the MGEU Resource Centre at 204-982-MGEU (6438), 1-866-982-MGEU (6438) or resourcecentre@mgeu.ca.



WORKPLACE SAFETY & HEALTH COURSES



BASIC SAFETY AND HEALTH TRAINING

- + Labour Movement's historical commitment to safer and healthier workplaces
- + Overview of provincial safety and health legislation
- + Identifying and controlling hazards in the workplace
- + Structure and function of workplace safety and health committees

This course is the prerequisite for all other safety and health courses. Basic safety and health training delivered by another provider (such as Safe Manitoba) may be considered as equivalent to this course. Please contact the Member Education Department and let us know.

MANAGEMENT'S RESPONSIBILITY FOR SAFE WORK

- + The rights and responsibilities of the employer, supervisor and workers that are key to an effective safety and health system
- + Ensuring that the workplace is managed consistent with the Workplace Safety and Health Act
- + Conducting inspections and investigations
- + Responding to Workplace Safety and Health Committee recommendations

SAFETY AND HEALTH PROGRAMS

- + Establishing policy statements to deal with safety and health hazards and corresponding control measures
- + Review of the eleven elements of a documented safety and health program required by the Workplace Safety and Health Act

COMMITTEE CO-CHAIR TRAINING

Specific co-chairperson's duties may include:

- + Preparing an agenda, scheduling meetings, notifying members
- + Inviting specialists or resource persons as required
- + Making recommendations to the employer
- + Ensuring that the committee carries out its functions including inspections and investigations

WORKPLACE WELLNESS/ PSYCHOLOGICAL HEALTH

- + Identifying and discussing workplace stressors
- + Exploring symptoms of stress and stress-related dysfunction
- + Applying the Canadian Standards Association (CSA) Standard for a Psychologically Safe Workplace

ERGONOMICS

- + Definition and general principles of ergonomics (fitting work to the worker)
- + Identifying specific risk factors
- + Strategies for prevention and response

VIOLENCE IN THE WORKPLACE

- + Identifying various types of workplace violence (physical and mental)
- + Identifying factors that increase the risk of workplace violence
- + Developing harassment, respectful workplace and violence policies

CORE COURSES



WE ARE THE MGEU

A broad overview of the MGEU, including:

- + Who we are
- + Who we are What we do: primary functions
- + Roles of active members, elected leadership and staff
- + Communication within the MGEU
- + Membership Education Program
- + Importance of Local meetings and how to strengthen them
- + Taking effective minutes
- + Troubleshooting and keeping your meeting on track

REPRESENTING OUR MEMBERS

Prerequisite: **We Are the MGEU**

- + Overview of steward roles
- + The grievance procedure
- + Effective grievance investigation interviews
- + Writing and presenting grievances
- + Representing members in investigative and disciplinary meetings



RETURN TO WORK

Prerequisite: **Representing Our Members**

- + Defining return to work and the duty to accommodate
- + Interests and roles of all return to work parties
- + Overview of Workers Compensation principles, legislation and policies
- + Role of stewards in return to work meetings and plans
- + Collective agreement and employer policy language
- + Typical forms used in return to work planning

LOCAL TABLE OFFICER DISCUSSIONS

Annual discussions designed to provide presidents, chief stewards and vice-presidents with an opportunity to:

- + Explore practical ways to strengthen Local leadership teams
- + Share strategies and resources
- + Network within their own MGEU Area

Does not count towards four days of annual training.

BARGAINING COLLECTIVELY

An overview of the MGEU collective bargaining process designed and scheduled for bargaining committee members when locals are preparing to bargain. Learn more about:

- + Legislative foundation of the right to collective bargaining
- + Constraints on collective bargaining (within and beyond the union)
- + Who does what: staff, local, leadership and members
- + Developing bargaining proposals
- + Communication with members during bargaining
- + Ratification and strike votes

Does not count towards four days of annual training.

FOR PRESIDENTS, CHIEF STEWARDS, VICE-PRESIDENTS,
MEMBERS-AT-LARGE AND STEWARDS

ISSUES SEMINARS



Representing Our Members is the prerequisite for all courses.

BUILDING A RESPECTFUL WORKPLACE

- + Explore elements of a respectful workplace
- + Increase understanding of the forms of disrespectful behaviours (including harassment, bullying, violence) that occur in the workplace
- + Review laws, collective agreement language, workplace policies and cases
- + Clarify member, employer and steward/union responsibilities

CONFLICT RESOLUTION SKILLS

Transform conflict into something positive, while proactively preventing unnecessary future conflict from happening.

- + Introduction to conflict resolution theory
- + Understand your conflict style
- + Useful steps for conflict resolution
- + Communication skills to use in difficult situations

PUBLIC SPEAKING

- + The importance of knowing your audience
- + Verbal and non-verbal tips to get your message across
- + Hands-on, confidence-building exercises
- + Practice developing and delivering a short speech on a union topic



FINANCIAL LITERACY: BUDGETING, CREDIT, FINANCING AND FRAUD

- + Take control of your finances by learning the seven steps to budgeting
- + Myths around credit; the facts around credit reports, credit ratings, and credit scores
- + Strategies on how to protect or repair your credit
- + Types of financing including secured, unsecured, joint, secondary and short-term/high interest credit
- + Leasing versus buying a vehicle and mortgages
- + Ways to avoid the most common scams and fraud in Canada
- + What to do if you become a victim of identity theft

INTRODUCTION TO PENSIONS AND BENEFITS

This course is geared to elected leaders at any stage of employment and will cover the following:

- + Review of Federal pensions and benefits (Canada Pension Plan and Employment Insurance)
- + Short-term and long-term disability
- + Review of pension basics (structure, contributions, legislation, transfers)
- + Benefits coverage (Extended Health, Dental, Vision and Health Spending)
- + Current pension and benefits issues

PENSION PRIMER

This course is geared to elected leaders 5-10 years away from retirement. This course is tailored to members in the Civil Service Superannuation Fund (CSSB), Winnipeg Civic Employee's Benefits Plan (WCEBP), Healthcare Employees' Pension Plan (HEPP), and Manitoba Home Care Employees' Pension Plan (MHCEBP), and will cover the following:

- + History of pensions and the role of unions
- + Overview of legislation
- + Current issues
- + Overview of Old Age Security, Canada Pension Plan and Guaranteed Income Supplement
- + Overview of Employer Sponsored Pension Plans
- + Other Retirement Income

It is not a requirement that members be a participant with the plans above in order to attend.

MAKING TRUTH AND RECONCILIATION REAL

Centred in the Truth and Reconciliation Commission (TRC) Principles of Reconciliation, this course is designed to build knowledge and inspire the change needed to work toward reconciliation by:

- + Developing a deeper understanding of our shared history, current realities and the work of the TRC
- + Learning practical ways for supporting reconciliation work, including how to implement the TRC Calls to Action



STRENGTH IN DIVERSITY

An interactive course that covers the following:

- + The elements, dynamics and complexity of culture (including Intersectionality)
- + The difference between cultural competence and cultural humility
- + The opportunity for cultural self-awareness / self-disclosure (articulating one's own culture)
- + Importance of cultural curiosity, respectful inquiry and reflective practice
- + Importance of language use and terminology
- + Barriers to intercultural communication, including biases, "centrism", and stereotypes
- + Frameworks for prevention, management and resolution of bumps and clashes that arise from cultural differences

MENTORING

- + Define mentoring and how it can build a stronger union
- + Key qualities and skills required by mentors and mentees
- + How to initiate and engage in an effective mentoring relationship

ENVIRONMENTAL STEWARDSHIP

- + Become aware of environmental issues close to home
- + Discover practical steps you can take as an individual and as a union member
- + Learn ways you can help make changes in your community, workplace and province

TECHNOLOGY AT WORK: OUR RIGHTS AND RESPONSIBILITIES

- + Issues that arise from using workplace technology including:
 - Computers, email, cell phone and Internet use
 - Surveillance cameras
 - Social media
- + Work/life balance
- + Union strategies for being proactive on these issues

WORKERS COMPENSATION BOARD (WCB) IN MANITOBA

- + Overview of the workers compensation system in Manitoba
- + Understand how the WCB adjudicates and manages claims
- + Common issues with WCB claims
- + The appeal process
- + The union's role in WCB claims

MEMBERSHIP TRAINING AND APPRENTICESHIP PROGRAM

As part of the Membership Education Program, the MGEU provides the opportunity for an experienced steward or table officer to learn more about the union and to expand their skills by working intensively with MGEU staff for a six month period through the Membership Training and Apprenticeship Program (MTAP). Applicants are selected through an interview process. Members are encouraged to check the MGEU website periodically to find out if an MTAP training opportunity is currently available.

ENCOURAGE YOUR MEMBERS TO REGISTER!

You and Your Union Membership Information Sessions

Do you have co-workers who want to know "what" or "who" the union is? Do they want to understand how decisions are made in our union and where they fit in?

Our Membership Education Department offers one-day information sessions for members who do not hold an elected position and for workplace safety and health representatives who do not hold any other elected position. Invitations are sent by email so it's important that we have a current email in our database. Topics covered include:

- + Who we are
 - Members, elected leadership and staff
- + What we do
 - Key functions
- + Sources of information about your union

Continuing Your Education?

We Can Help

If you are an MGEU member, or an eligible family member, starting or continuing post-secondary education, on a full-time or a part-time basis, **we can help.**

Applications are available in February and are due May 15th each year.

For more information:
mgeu.ca/for-members/scholarships-and-bursaries
204-982-6438 or Toll Free: 1-866-982-6438

OVER
\$29,500
AVAILABLE EACH YEAR

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GENERAL INFORMATION



Contact Information

Please ensure we have your current email address, and other contact information, in our database. Contact information can be updated by clicking on the “Make Changes” tab on THE SOURCE or by contacting the MGEU Resource Centre.

Online Courses



If you would like to attend an online course but are uncertain about whether your equipment or internet connection are sufficient to participate, contact the MGEU Resource Centre for assistance.

Special Requirements

Please indicate on your application form if you have dietary, allergy, mobility, visual, hearing or other requirements. You can also update your requirements on THE SOURCE on the “Make Changes” tab. We will do our best to accommodate your needs.

Direct Deposit

MGEU recommends signing up for direct deposit. You will receive reimbursement much faster, it reduces paper waste, and it saves the membership on postage costs. To sign-up, complete and submit the Direct Deposit Enrolment Form from THE SOURCE (From the menu select “Forms,” then “Downloadable Forms” and look under the “Finance” section). Enrolment forms for direct deposit will also be available at courses or through the MGEU Resource Centre.

Expenses Covered by the MGEU

You can submit your expenses on THE SOURCE (go to the “Forms” menu and click on “Expense Claim Form”) or via a paper expense form. Expense claim forms will be provided at courses; however, submission through THE SOURCE is recommended.

A full list of MGEU’s expense policies can be found in the MGEU Policy Manual. A non-exhaustive list of expenses you may be eligible to claim include payments to your employer for time off to attend the course, travel expenses for you to get to your course (e.g. mileage, hotel accommodation,

parking, meal allowances, airfare), as well as child/elder care expenses. Review the MGEU Policy Manual for specific rules and requirements and contact the MGEU Resource Centre and/or MGEU Finance Staff should you have questions. The MGEU Policy Manual can be found in THE SOURCE, at mgeu.ca under ABOUT US or by contacting the MGEU Resource Centre.

If you require a flight, please contact the Education Department through the MGEU Resource Centre to book. You can submit receipts for taxis from the airport to the course location.

In order to qualify for a hotel room, you must live at least 75 kms from the course location.

If circumstances arise and you are unable to attend your course, you need to advise MGEU Education Department **as soon as possible** so that we can arrange for cancellation of hotel and travel arrangements made for you. If MGEU is not notified, and charges are incurred, these charges will be billed back to you.

Childcare and eldercare expenses are also reimbursed within certain guidelines. A receipt from the caregiver is required.

If you have any questions about expenses, please contact our Accounts Payable Department at accountspayable@mgeu.ca.

Attendance Policy

If you are accepted into a course but then cannot attend, notify the MGEU Resource Centre. After normal business hours, you can contact the MGEU Resource Centre by email or leave a voice message on their answering service.

If you are sick on a day you are scheduled to attend training, contact the MGEU Resource Centre by email or leave a voice message on their answering service. In addition, contact your employer to notify them that you require a sick day. The union will not reimburse your employer if you cannot attend a course due to illness.

Courses are considered an MGEU sanctioned event. The following MGEU policy is in effect:

MGEU Policy and Procedures Manual

Financial Guidelines: Expenses – Union Meetings, Schools and Events

When a member registers for an MGEU sanctioned event and fails to attend the entire business proceedings of the event without a legitimate reason and notice to the MGEU, no reimbursement will be made for wage recovery, kilometers, meals or hotel. The MGEU Director, Internal Operations will send a letter to the member advising that the member may be ineligible to attend any school or event during the following 12 months. (Board of Directors, January 2019)



Further questions?

Please contact the MGEU Resource Centre:
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resourcecentre@mgeu.ca
MGEU.ca



HAVE A QUESTION?

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