

The 20th Annual CCS Labor Management Conference

KEYS TO SUCCESS IN LABOR RELATIONS: Tools and Approaches that Work...*Even in Hard Times!*



This premiere West Coast conference is proudly Co-Sponsored by:

California State Mediation and Conciliation Service (CSMCS)
Federal Mediation and Conciliation Service (FMCS)
Public Employment Relations Board (PERB)
National Labor Relations Board (NLRB)
California Public Employee Relations (CPER)
Agricultural Labor Relations Board (ALRB)

March 18-20, 2009

Pre-Conferences: March 17

Disney's Paradise Pier Hotel
Anaheim, CA



1329 Howe Ave, Ste 200
Sacramento, CA 95825
(916) 567-9911

www.labormanagementsolutions.org
www.ccscenter.org

JOIN US AS WE CELEBRATE 20 YEARS AS NEUTRAL CONVENERS OF LABOR AND MANAGEMENT:

- Stay on the cutting edge with innovative ideas and approaches in collective bargaining
- Learn more about the nuts and bolts of labor-management relations
- Sharpen your skills as a negotiator, a leader and a problem-solver
- Build effective labor-management and workplace relationships

JOIN US IN OUR 20TH YEAR!

See what past participants have said about the CCS Conference:

"This is possibly the best conference one could attend"

"Well organized, great topics and good group interaction"

"There was a great variety of breakout sessions and a wealth of ideas"

"A great opportunity to share and interact with other organizations"

"This re-energized my team. I loved being able to network and learn from other participants"

Working together effectively is critical to achieving real and lasting successes-whether in collective bargaining, a labor-management committee, or a worksite team. It requires strong skills, disciplines and new ways of thinking to bring about the dynamic relationships, partnerships and workplaces that produce great results and are a joy to be a part of.

The Center for Collaborative Solutions' 20th annual conference will showcase all aspects of effective labor-management relations in ***Keys to Success in Labor Relations: Tools and Approaches that Work...Even in Hard Times!*** With engaging keynote speakers and more than 30 breakout sessions and roundtable discussions, CCS and its co-sponsors offer many interactive opportunities to sharpen your skills and learn new approaches to resolving problems and building stronger labor-management relations.

Who Should Attend?

- Labor & Management Representatives from all sectors- public, private & education
- Leaders, negotiators & representatives of unions, employers & workplace teams
- Human resources & industrial relations professionals
- Mediators, facilitators & consultants
- Anyone who wants to become more effective in labor-management relations
- Labor and Management representatives who want to learn more about conflict resolution & team building



CCS certifies that an application is pending for approval of this activity for 14.25 MCLE Credits by the State Bar of California

PLEASE VISIT

www.labormanagementsolutions.org

for updates, announcements and complete conference information as it develops

KEYNOTE PRESENTATIONS

From Wharf Rats to Lords of the Docks

IAN RUSKIN

Director, the Harry Bridges Project
Wednesday morning, March 18, 2009

*This presentation is sponsored by
California Teachers Association*

In Your Face: Live, Professional Diversity Theater

ORLANDO WARD & ASSOCIATES

Thursday morning, March 19, 2009

Collaboration Works, But Can You Prove It?

JIM TAMM

President, The RC Group
Thursday afternoon, March 19, 2009



Key Notes on Negotiating: 10 Lessons from a Goofy Old Trombone Player (an Old Trombone, not an Old Trombone Player!)

PAUL STARKEY

Coach/Trainer, Star*Key Learning
Friday morning, March 20, 2009

Pre-Conference Sessions: March 17, 2009

Sessions run CONCURRENTLY from 1:30 p.m. to 5:30 p.m. Additional registration fee required.

Pre-Conference Session #1:

The Fundamentals of Bargaining and Labor Management Relations: A Primer for the Public Sector

This half-day session is designed especially for new labor and management elected officials, staff and negotiating team members in the public sector. In this workshop, with a faculty of experienced representatives of unions, employers and neutrals, you will explore:

- The top 10 things you need to know in dealing with unions, and in dealing with management
- Overview of public sector statutes and the functions of CSMCS and PERB
- Effective preparation for negotiations
- Basic tenants of collective bargaining and contract administration, including strategies to strengthen your labor management relationship and discussion of different models of negotiations

Pre-Conference Session #2:

Advanced Practices in Dispute Resolution

This interactive half-day workshop is designed especially for experienced labor and management practitioners, and will focus on the settlement of rights disputes, from building and administering a first-step grievance process to grievance arbitration. You will learn from experienced representatives of unions, employers and neutrals, using relevant case studies and examples from industry. The session will cover:

- Why it is common-and sometimes even important-that grievances be filed even within a generally collaborative environment
- Key components of an effective first-step grievance process which can prevent escalation of the issue
- Effective preparation for and participation in the grievance mediation process
- Effective preparation for arbitration as the final resolution of a difficult, intractable grievance

Earn a FREE Certification in DISPUTE RESOLUTION by attending either pre-conference session and five designated breakout sessions throughout the conference!

CONFERENCE AGENDA

WEDNESDAY, MARCH 18, 2009

- 9:00 a.m. General Session: **"From Wharf Rats to Lord of the Docks"**
11:00 a.m. Concurrent Breakout Session
- 1.1 Labor Relations Update: Private Sector
 - 1.2 Labor Relations Update: Public Sector
 - 1.3 Don't Negotiate Like "The Donald" (Duck): Using Your Emotions to Get Past No, and on to Yes!
 - 1.4 Secrets of Great Workplace Leaders
 - 1.5 Conversations with Harry Bridges
- 12:30 p.m. Lunch on Your Own
2:00 p.m. Concurrent Breakout Sessions
- 2.1 Labor Relation Issues at the Port
 - 2.2 Engaging in a Successful Settlement Conference
 - 2.3 Reducing Delay & Expanding Cooperation in the Grievance Arbitration Process
 - 2.4 Practical Strategies on Moving from Conflict to Collaboration
 - 2.5 Effectively Using a Mediator in Contract Negotiations
- 4:00 p.m. Concurrent Breakout Sessions
- 3.1 Internet Use and the Workplace: Online Speech and Related Issues
 - 3.2 Unfair Labor Practices in the Private Sector: Issues & Answers
 - 3.3 Unfair Practices in the Public Sector
 - 3.4 Effective Listening: Are You Hearing Me?
 - 3.5 You Only Get What You Negotiate: Tips & Tactics to be a Better Negotiator
- 5:30 p.m. CCS Hosted Reception

THURSDAY, MARCH 19, 2009

- 8:45 a.m. General Session: **"In Your Face: Live, Professional Diversity Theater"**
10:45 a.m. Concurrent Breakout Sessions
- 4.1 EEOC Update
 - 4.2 Current Trends in Grievance Arbitration and the Diverse Issues Faced by Advocates During an Arbitration Hearing
 - 4.3 Navigating the Factfinding Process in a Deteriorating Economy
 - 4.4 "Just Another Meeting?" How to Make Strategic Use of Joint Labor-Management Committees
 - 4.5 Managing Bad Behavior, People Problems and Sticky Situations
- 12:15 p.m. Hosted Luncheon & General Session:
"Collaboration Works, But Can You Prove It?"
- 2:15 p.m. Concurrent Breakout Sessions
- 5.1 Discrimination in the Workplace: Department of Fair Employment and Housing Update
 - 5.2 From Boomers to Millennials in the Workplace: Resolving Culture Clash
 - 5.3 Retirement Issues in the Public Sector
 - 5.4 Diagnosing the Dysfunction in Workplace Relationships
 - 5.5 Maximizing Grievance Mediation
- 4:00 p.m. Concurrent Roundtable Discussions
- 6.1 Dispute Resolution: What Gives You Heartburn?
 - 6.2 Negotiating in a Faltering Economic Climate: Public Sector
 - 6.3 Negotiating in a Faltering Economic Climate: Private Sector
 - 6.4 Dilemmas in Negotiating Health Benefits

FRIDAY, MARCH 20, 2009

- 8:45 a.m. Concurrent Breakout Sessions
- 7.1 Labor Issues in the Entertainment Industry: Anatomy of a Writer's Strike & More
 - 7.2 Layoffs in Tough Times: Can We Collaborate?
 - 7.3 Sustaining the Labor-Management Relationship Through Hard Times
 - 7.4 Employee Engagement on a Large Scale
- 10:30 a.m. Closing General Session: **"Key Notes on Negotiating..."**
12:00 p.m. Adjourn

Presenters and discussion leaders include representatives of employers, unions and neutrals in the public and private sector

The conference will be held at Disney's Paradise Pier Hotel located at 1717 South Disneyland Drive in Anaheim, CA.

HOTEL RESERVATIONS should be made directly with Disney's Paradise Pier at (714) 520-5005 or online at <https://resweb.passkey.com/go/ccs>. Please identify yourself as a participant at the CCS Annual Conference. A block of rooms has been set aside for participants with a special room rate starting at \$141 per night for single or double occupancy. Rooms are available on a first come, first served basis until the block has sold out, or until **FEBRUARY 16, 2009**, whichever occurs first. In order to ensure a discounted rate, early reservations are strongly encouraged! This special rate will be honored three days prior to and three days following the conference.

The 20th Annual CCS Labor Management Conference Registration Form

March 18-20, 2009 Disney's Paradise Pier Hotel Anaheim, CA

Register ONE person per form. Form may be duplicated. PRINT all information legibly for every section. To register, use an option listed below:

Mail form to CCS at 1329 Howe Ave., Ste 200, Sacramento, CA 95825 **Fax** to 916-567-0776 **Online** at www.labormanagementsolutions.org

1 ATTENDEE INFORMATION: *Please complete all information. All confirmations will be sent to the **email** address listed below.*

Name: _____ Title: _____

Organization: _____ Daytime Phone: (____) _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Fax: (____) _____ Email: _____

If you are completing this registration for someone else and would like to be the contact person for any questions, please fill in your name and phone number below:

Name: _____ Phone: (____) _____

2 REGISTRATION INFORMATION: *Please complete both sections, if applicable*

A. CONFERENCE: March 18-20, 2009 * PLEASE CHECK ONE

Conference registration fees include all conference materials, daily morning coffee and pastries, hosted reception on March 18 and lunch on March 19

EARLY BIRD DISCOUNT, must be received with payment by February 9, 2009:

\$400 per person OR \$375 per person for groups of 3 or more from the same organization

REGISTRATION FEES, after February 9, 2009:

\$450 per person OR \$425 per person for groups of 3 or more from the same organization

ONE-DAY REGISTRATION, select one:

\$250 per person: WEDNESDAY OR \$250 per person: THURSDAY

REDUCED RATE FOR CONFIRMED PRESENTERS: \$215 per person

B. CONCURRENT PRE-CONFERENCE: MARCH 17, 2009: (Optional: Select ONE)

1. "The Fundamentals of Bargaining and Labor-Management Relations: A Primer for the Public Sector"

\$100 per person IF attending conference OR \$140 per person IF NOT attending conference

2. "Advanced Practices in Dispute Resolution"

\$100 per person IF attending conference OR \$140 per person IF NOT attending conference

TOTAL AMOUNT DUE: \$ _____

3 METHOD OF PAYMENT: *Your registration will not be processed unless accompanied by a form of payment.*

Purchase Order # _____ Check # _____ *Checks & Purchase Orders (US Funds only) should be made payable to CCS*

VISA or MASTERCARD Credit Card # _____ Exp Date: _____

Name imprinted on card: _____ Signature: _____

A refund for above fees, less a \$50.00 administrative fee, will be made only if cancellation is received before 2/27/09

NO REFUNDS WILL BE MADE FOR CANCELLATIONS RECEIVED AFTER FEBRUARY 27, 2009

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