Customized On-site Training for Labor and Management Dispute Resolution

The American Arbitration Association® (AAA®) provides on-site dispute resolution education and training programs for Unions and Employers that are flexible, convenient, and cost-effective. These training programs – facilitated by experienced labor dispute resolution professionals – can be customized to meet your labor or management business needs.

With the customized on-site training programs:

- There's no need to travel for trainings since these programs are located in the comfort of your workplace
- Program attendees have the opportunity to explore topics and ask questions within the privacy of their work environment
- Scheduling is flexible
- Group interaction is designed to reinforce learning and professional growth
- Participant costs are affordable
- The disruption to the organization's day-to-day operations is reduced

The AAA also has general training courses that cover a wide range of labor topics. Here is a sample of what is offered:

- **Grievance Processing**
  Through lectures, facilitated discussions, interactive exercises and mock role-play, a faculty of seasoned labor arbitrators and advocates will provide practical skills and information on how to constructively use the grievance process to resolve disputes and questions regarding contract interpretation.

- **Introduction to Labor Advocacy & Advanced Labor Advocacy**
  With the use of lectures, facilitated discussions and practical exercises, expert labor arbitration professionals will examine how to:
  - Develop a theory of the case
  - Prepare an opening statement
  - Present evidence in an arbitration setting
  - Direct and cross examination
  - Use of objections
  - Remedies
  - Closing arguments
  - Prepare and work with witnesses
  - Choose between oral and written closing arguments

- **Mediation Skills**
  In this training, experienced faculty will use lectures, facilitated discussions and practical exercises to explore these items:
  - Development of the mediation mindset
  - Knowledge of conflict theory
  - Skills development process and techniques
  - Practice-simulated mediations, feedback, and modification of techniques

For more information on customizable education® programs for your organization or the general labor training courses, please contact Vice President Ann Lesser by email at LesserA@adr.org or by phone at 212-484-4084.