



Customized On-site/Virtual Training for Labor and Management Dispute Resolution



The American Arbitration Association® (AAA®) provides on-site or virtual 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.

The Benefits of customized on-site/virtual training programs:

- There's no need to travel for trainings since these programs are located in the comfort of your workplace or virtually
- 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's training courses cover a wide range of labor topics. Here is a sample of what is offered:

• **Grievance Processing**

In this program, you will learn practical skills and information on how to constructively use the grievance process to resolve disputes. A walk-through of the process includes writing a grievance, the assessment of the grievance, the investigation, the appeal and the resolution of the grievance.

• **Introduction to Labor Advocacy & Advanced Labor Advocacy**

The advocacy-training program is customized based on the needs of the participants. You can select any of the following or you can identify additional topics:

- Develop a theory of the case
- Prepare an opening statement
- Present evidence in an arbitration setting
- Direct and cross examination
- Contract interpretation
- Off duty misconduct
- Arbitrability issues
- Past practice
- Just cause
- Witness credibility
- Use of objections
- Remedies
- Brief writing
- Closing arguments

For more information on educational programs and a personalized quote for your organization, please contact Maggie Zhang by email at ZhangM@adr.org or by phone at 212-484-3283.