



Cornell University
ILR School

On-line Cornell Labor Leadership Skills: (\$300 per workshop)

<http://www.ilr.cornell.edu/laborPrograms/leadership/laborStudies/onlineWorkshops.html>

LB666 Communication Skills (December 1-20, 2011)

Poor communication is often cited as the key problem or weakness in organizations. This online workshop is designed to help participants practice effective communication strategies and improve their skills. Participants will discuss the direct and indirect costs of ineffective communication. Emphasis is on practicing and improving skills utilized by competent communicators.

Other topics include:

- Role of Emotional Intelligence in communication
- Dealing with difficult people
- Impact of personality preference on communication
- Strategies to initiate and conduct “challenging” conversations

LB603 Conflict Resolution (January 9-29, 2012)

This tools-building workshop is designed as an introduction to dispute resolution theory with special emphasis on interest-based problem-solving. The workshop will utilize role plays, exercises, case studies and other tools to allow participants to practice what we teach. Special emphasis will be given to developing strategies to resolve conflicts at work (even with difficult people) without losing control.

Key Topics

- Interest-Based Problem-Solving
- Facing Conflict Without Aggression
- Dealing with Difficult People
- Role Plays with Labor Leaders

If your union is interested in scheduling a scheduling one of the above workshop on-site, please call Art Wheaton at (716) 852-1444 x 116 or e-mail acw18@cornell.edu

On-line Credit Courses:

<http://www.ilr.cornell.edu/laborPrograms/leadership/laborStudies/online/index.html>

Winter 2012 Classes: (\$595.00 per 3.0 credit course)

Labor Relations in the Public Sector - This course is designed to acquaint labor relations professionals, union members, union stewards and officers with a basic understanding of public sector labor relations. Upon completion of the course students will understand the legal rights and obligations of public sector employers, employees and employee organizations; the public sector collective bargaining process including the role of politics, economic and non-economic issues, and the administration of contractual grievance processes; and issues relating to contemporary public sector labor relations. A multi state/locality approach will be utilized.

Beginning week of January 9 and ending the week of March 19, 2012. (Available 24 hours)

Labor History - Labor History can be understood from the perspectives of both trade union history and the social, cultural, and political life of workers. To gain insights into labor's past, it is useful to explore not only union organizing, collective bargaining, and labor legislation, but also what workers think, how they work and live, and the impact of workers on the larger society. This course will use both of these approaches in order to examine the major themes in American labor history from the 19th century to the present day.

Beginning week of January 9 and ending the week of March 19, 2012. (Available 24 hours)

For more information contact Alice M. Torres at amb27@cornell.edu

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