



MANDATE
ORGANISING &
TRAINING CENTRE

1.1. Union Representatives Introductory Course

The Union Representative Introductory Training Course is for new shop stewards/union representatives. The course aims to provide information, skills and knowledge to our shop stewards/union representatives to assist them in their role in the workplace.

Course content:

- Background to Mandate.
- The role and responsibilities of a Shop Steward/Union Representative.
- Examining disciplinary/grievance procedures.
- Developing negotiating skills.
- Representing members at local level.
- Communication skills/solving members' problems.
- Organising and recruiting of new members.
- Induction presentations.

Certification and Progression:

Members who successfully complete this course will obtain a Mandate certificate. They may progress to a Union Representative Advanced Course and to other relevant training courses offered by Mandate.