



Health Care Labor Readiness Program for HR Professionals

Time Commitment:

Two seven-hour sessions from 8 a.m. - 3:30 p.m.

2018 Course Dates:

Oct. 22 and 23, 2018

Where:

Quiet Cannon
Conference & Event Center
901 Via San Clemente
Montebello, CA 90640

Contact:

Jamila Mayers
(213) 538-0739
jmayers@hasc.org

Cost:

\$750 per HASC hospital member

\$700 per HASC hospital member (3 or more from the same facility)

Registrants must complete registration at the same time in order to receive volume discount.

As a result of the rapid changes in National Labor Relations Board rulings and procedures, it is critical that HR and labor relations professionals understand labor laws — and how unionization could impact their organization and employees.

This two-day program is designed to provide attendees with an intensive training experience using innovative tools and experiential learning through interactive activities. Each participant's knowledge, skills and confidence will be enhanced to effectively engage employees in discussions regarding unionization — and to serve as an effective internal resource for the organization.

Like all of the association's education programs, HASC's *Health Care Labor Readiness Program for HR Professionals* provides a cost and time-effective way for health professionals and staff to enhance their skills. Seats are limited. Participants are urged to enroll as soon as possible to secure space.

Course Objectives

At the end of this course, participants will be able to:

- Serve as an internal labor relations and communications resource by providing coaching and support to management regarding communicating with employees
- Engage employees in conversations about unions and unionization
- Encourage employees to explore and consider all facts and information before exercising their right to support or not support a union

Who Should Attend?

Human resources professionals, nursing managers, talent management, organization development specialists and labor relations specialists.

Faculty

JOHN K. HENDERSON **IRI CONSULTANTS**

John K. Henderson is a labor and employment attorney who focuses on positive employee relations and helps employers comply with laws and regulations in an increasingly complicated labor landscape. He works with employers of all sizes and specializes in persuader activity.

In his 27-year career, Henderson has handled more than 250 union organization campaigns, in excess of 100 National Labor Relations Board (NLRB) proceedings, and more than 100 employment law administrative hearings. He has negotiated more than 100 labor contracts, and conducted union vulnerability audits, strike management, effective employee communications, HR/safety audits and compliance programs, employment law and union-related supervisory training, HR business practices advice, and acquisition due diligence.

A graduate of the University of Colorado School of Law, Henderson spent more than nine years advising and representing employers as associate in-house counsel for Mountain States Employers Council Inc., an association of 2,400-plus employers in the Rocky Mountain region. He then spent more than five years as in-house human resources leader for a medium-sized Denver-based company and also served as vice president of human resources for American Medical Response, a private ambulance service with more than 20,000 employees and operations in 38 states.

IRI is headquartered in Detroit, Mich. and has offices in Florida and California. The firm's clients span industries ranging from publicly-traded companies to privately-held firms and several national health care systems.

Agenda

Monday, Oct. 22, 2018 — Day 1

This workshop will focus on an introduction to the National Labor Relations Act, explain to participants the protected rights of an employee, management and union under the NLRA. It will describe the nature and purpose of a union security clause and dues check-off as well as explain the risks of collective bargaining and what it means to “bargain in good faith.” The session will wrap up with campaign communication rules, focusing on the types of communication with employees that are prohibited by the NLRA and define what supervisors can/should say and do when communicating with employees about union organizing, membership and collective bargaining.

8 - 8:30 a.m.

Breakfast and Registration

8:30 a.m. - 10 a.m.

Opening and Introduction to the NLRA

- Describe the role of an **organizational advocate**
- Summarize the history and purpose of the National Labor Relations Act
- Discuss employee rights as protected under the National Labor Relations Act
- Express management rights as protected under the National Labor Relations Act
- Explain union rights as protected under the National Labor Relations Act

10 - 10:10 a.m.

Morning Break

10:10 - 11:40 a.m.

NLRA Facts: Collective Bargaining

- Review the NLRA requirements that affect collective bargaining
- Differentiate mandatory, permissive and illegal subjects connected to bargaining
- Discuss the risks of collective bargaining, and the give-and-take nature of the collective bargaining process
- Outline the key stages of the collective bargaining process
- State the nature, purpose of typical provisions in a collective bargaining agreement
- Specify NLRA rules regarding strikes and the treatment of economic strikers

11:40 a.m. - 12:20 p.m.

Lunch

12:20 - 1:50 p.m.

NLRA Facts: Campaign Communication Rules

- Illustrate what supervisors can and should do when communicating with employees about union organizing, membership and collective bargaining
- Outline types of communication with employees that are prohibited by the NLRA
- Develop talking points to respond to comments, questions and concerns about unions, union organizing, membership and the risks of collective bargaining

1:50 - 2 p.m.

Afternoon Break

2 - 3:30 p.m.

Organizational Philosophy and Me

- Formulate the organization’s philosophy regarding unions and union representation
- Outline why management wants to remain union free
- Propose why employees would want to remain union free
- Express opinion statements that reflect sincerity, genuineness and credibility when engaging employees in conversations regarding unions and unionization

Agenda

Tuesday, Oct. 23, 2018 — Day 2

This workshop will strengthen communication skills and talking points by exploring how to initiate a conversation with employees and/or respond to employee comments, questions and concerns about union organizing and membership. Participants will refresh their knowledge and skills developed by engaging in a simulated mock campaign to identify personal development needs to ensure individual readiness to actively participate in a campaign.

8 - 8:30 a.m.	Breakfast and Registration
8:30 a.m. - 10 a.m.	<p><i>Initiating Difficult Conversations</i></p> <ul style="list-style-type: none"> Specify how to initiate conversations with employees to address their questions and concerns about unions and union organizing Identify the key considerations when discussing unpopular, controversial or otherwise complex issues
10 - 10:10 a.m.	Morning Break
10:10 - 11 a.m.	<p><i>The Art of Influencing and Persuading</i></p> <ul style="list-style-type: none"> Recognize how different behavioral styles can be influenced State key differences between behavioral styles
11 - 11:45 a.m.	<p><i>Presentation skills for Employee Group Presentations</i></p> <ul style="list-style-type: none"> Summarize what supervisors should and shouldn't say and do when communicating with employees about unions and unionization Show what a 10-minute presentation to an employee group looks and feels like Develop personalized talking points to present a 10-minute presentation to an employee group Explain where to find additional resources to strengthen facilitator skills
11:45 a.m. - 12:30 p.m.	Lunch
12:30 p.m. - 1:15 p.m.	<i>Labor Jeopardy</i>
1:15 p.m. - 2 p.m.	<p><i>Mock Union Campaign</i></p> <ul style="list-style-type: none"> Distinguish a demand for recognition, good faith doubt and petition for election Identify the key characteristics of supervisory status as defined by the NLRB State examples of bargaining unit jobs in each acute care bargaining unit Define voter eligibility requirements regarding LOAs and Per Diems Explain the purpose and contents of Voter Lists State primary goals in a management campaign to remain union free Produce key messages important to convey in a typical management campaign Provide key steps in the NLRB Secret Ballot Election process
2 - 2:10 p.m.	Break
2:10 - 3:30 p.m.	<i>Mock Union Campaign Continued/Conclusion</i>

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Monday, Oct. 22 and Tuesday, Oct. 23, 2018

Quiet Cannon Conference & Event Center
901 Via San Clemente
Montebello, CA 90640

Registration: 8 a.m.; Event Time: 8:30 a.m. - 3:30 p.m.

Registration fees include continental breakfast, lunch and meeting materials.

To register online: www.cvent.com/d/9gqdwj/4W

\$750 Per HASC Hospital Member Registration

\$700 Per HASC Hospital Member Registration (3 or more registrants from the same facility)

**Registrants must complete registrations at the same time in order to receive volume discounts.*

First Name: _____ Last Name: _____ Preferred Name: _____

Title: _____

Organization: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: (____) _____ Email (required): _____

ACHE Credit: the Hospital Association of Southern California is authorized to award **12** hours of pre-approved ACHE Qualified Education credit for this program toward advancement, or recertification, in the American College of Healthcare Executives. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their **My ACHE** account and select **My Education Credit** to log hours earned.

BRN Credit: RN Lic. No. _____ (Provider approved by the California Board of Registered Nursing. CEP #970 for **12** contact hours.)

HRCI: This activity, has been approved for 12 HR (General) recertification credit hours toward aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute®.

IMPORTANT REMINDERS

- Registration deadline: **Oct. 2, 2018.**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Jamila Mayers, 515 S Figueroa St., Ste. 1300, Los Angeles, CA 90071.
Please note program ID #2175-160 on check.
- Fax registration form to (213) 538-0987.
- **Photo release:** HASC will photograph this event. If you prefer not to be photographed, please email HASC at education@hasc.org.

SPECIAL NEEDS or QUESTIONS

For ADA assistance or registration questions, contact Jamila Mayers at (213) 538-0739 or jmayers@hasc.org.

CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **no later than Oct. 2, 2018**, and will be subject to a \$50 processing fee.
- Cancellations after Oct. 2, 2018, and non-attending registrants will be invoiced for the entire registration fee. Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferrable for other HASC seminars.