

PERC CONFLICT PREVENTION/TRAINING SERVICES

PERC provides conflict prevention services to public employers and unions across Washington State as part of its mission. Impartial labor relations professionals develop and deliver custom content and facilitate discussions between parties in areas such as collective bargaining and negotiations, conflict resolution, and relationship and team building to help parties better manage labor relations.

A trainer will be happy to answer any questions and help you customize a training that fits your needs. Contact us at (360) 570-7300 or info@perc.wa.gov or fill out a [Training Request](#) form.

COLLECTIVE BARGAINING TRAININGS

During these sessions' parties jointly prepare for and launch their bargaining. Parties also explore and plan how they want to work together to reach an agreement.

— Collective Bargaining 101

- i. Overview: Discover different bargaining models and how to prepare for, and conduct, a negotiation. This is a good choice for bargaining team members who are new to collective bargaining or who want a refresher on the basics of bargaining.
- ii. Detailed: Explore the fundamentals of collective bargaining and best practices for preparing for and engaging in bargaining. It also introduces different bargaining models in addition to traditional bargaining that parties can use to engage their labor partners to address, and resolve, workplace issues.

— Interest Based Bargaining

- i. Overview: Learn about an interest-based negotiation model focused on jointly developing and understanding interests before exploring solutions and, ultimately, writing contract language.
- ii. Detailed: Inspired by the now-famous book, *Getting to Yes!*, interest-based bargaining places itself in contrast to traditional bargaining. This model invites parties to first focus on and share their underlying interests with respect to each workplace issue before developing and evaluating possible solutions together. Learn the specific steps to this approach and practice skills and techniques to make it successful.

— Collaborative Bargaining

- i. Overview: Explore a negotiation model that blends techniques from interest-based bargaining with a more traditional method.
- ii. Detailed: For parties desiring a more hybrid approach between the traditional and IBB bargaining models, the collaborative model offers a way forward. Collaborative bargaining harnesses some tools and techniques from IBB and combines those with a more traditional negotiation framework. Collaborative bargaining includes communication strategies that improve understanding between the parties.

— The Affinity Model

- i. Overview: ZOPA! If you have never experienced ZOPA, come learn about this bargaining process that helps parties focus on their interests and tackle multiple issues at the same time.
- ii. Detailed: The Affinity Model provides a method to discuss and resolve multiple issues at the same time using the core techniques of collaborative or interest-based bargaining. This technique can be used to package multiple related topics into across-the-board solutions.

CONFLICT RESOLUTION TRAININGS

These sessions focus on the “relationships” part of labor relations, with an emphasis on teaching skills and techniques to improve communication and relationships.

— Communication and Conflict

- i. Overview: Explore critical strategies and techniques for maintaining, enhancing, or rebuilding positive communication in the workplace.
- ii. Detailed: When communication in the workplace or between a union and employer breaks down, it can result in interpersonal conflict, increased disputes, and a breakdown in the labor-management relationship. This training explores communication styles and teaches key communication strategies, such as active listening and mirroring, to help maintain or rebuild workplace relationships.

— Labor-Management Committees

- i. Overview: Learn how to effectively build and utilize a communication forum for issues that arise between contract negotiation cycles and in the workplace.
- ii. Detailed: Ongoing labor-management communication is essential. A labor-management committee gives unions and employers a proactive forum to discuss emerging workplace issues before conflicts arise. During this training participants learn best practices to establish, organize, and run an effective labor management committee.

LABOR RELATIONS SERIES

These trainings focus on the basics of Washington collective bargaining laws, including how PERC operates and how legal disputes involving collective bargaining laws are processed.

— PERC 101

- i. Overview: Participants will learn how PERC administers the state collective bargaining laws.
- ii. Detailed: With ten different statutes governing nearly five hundred thousand public employees across Washington, PERC has jurisdiction over a wide array of collective bargaining activities. This course will provide an overview of PERC's role in representation activities, unfair labor practice (ULP) complaints, mediations, and conflict prevention. Learn how PERC processes a ULP, what to expect during mediation, and the other services that PERC provides.

— Unfair Labor Practices & Grievances

- i. Overview: Participants will learn about unfair labor practices and grievances and practical tips on how to avoid these disputes.
- ii. Detailed: Participants will gain a better understanding of unfair labor practices and grievances: what they are, what they aren't, and how to avoid them. This training is often customized to explore specific unfair labor practice or grievance topics that may help parties avoid or minimize future conflict. Frequently-requested topics include Weingarten rights, skimming and contracting out, direct dealing, and unilateral changes.

— Representation: Elections & Unit Clarifications

- i. Overview: This training will explain the rules and procedures by which PERC certifies new bargaining units and processes requests to modify existing bargaining units.
- ii. Detailed: PERC is responsible for ensuring appropriate bargaining units are established for collective bargaining purposes. This training helps parties demystify PERC's representation processes and walks parties through the steps and standards PERC uses for representation elections and petitions to clarify bargaining units.