Customized On-site Training for Labor and Management Dispute Resolution

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

With the customized on-site training programs:

• There’s no need to travel for trainings since these programs are located in the comfort of your workplace
• 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 also has general training courses that cover a wide range of labor topics. Here is a sample of what is offered:

• Grievance Processing
  Through lectures, facilitated discussions, interactive exercises and mock role-play, a faculty of seasoned labor arbitrators and advocates will provide practical skills and information on how to constructively use the grievance process to resolve disputes and questions regarding contract interpretation.

• Introduction to Labor Advocacy & Advanced Labor Advocacy
  With the use of lectures, facilitated discussions and practical exercises, expert labor arbitration professionals will examine how to:
  – Develop a theory of the case
  – Prepare an opening statement
  – Present evidence in an arbitration setting
  – Direct and cross examination
  – Use of objections
  – Remedies
  – Closing arguments
  – Prepare and work with witnesses
  – Choose between oral and written closing arguments

• Mediation Skills
  In this training, experienced faculty will use lectures, facilitated discussions and practical exercises to explore these items:
  – Development of the mediation mindset
  – Knowledge of conflict theory
  – Skills development process and techniques
  – Practice-simulated mediations, feedback, and modification of techniques

For more information on customizable education programs for your organization or the general labor training courses, please contact Vice President Ann Lesser by email at LesserA@adr.org or by phone at 212-484-4084.