



# Innovative Approaches to Resolving Workplace Disputes

What we can learn from other  
communities

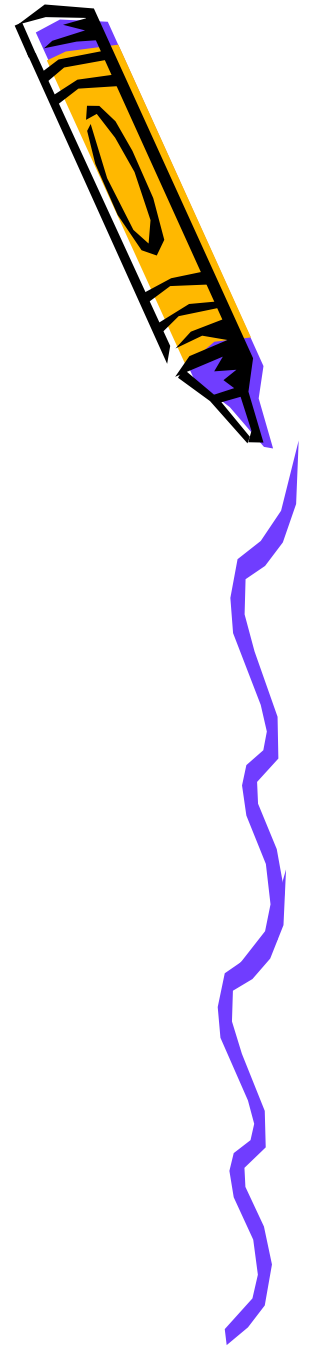


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High Clouds Incorporated

# Workplaces

- Business environments
- Client centres
- Economic operations
- Living communities



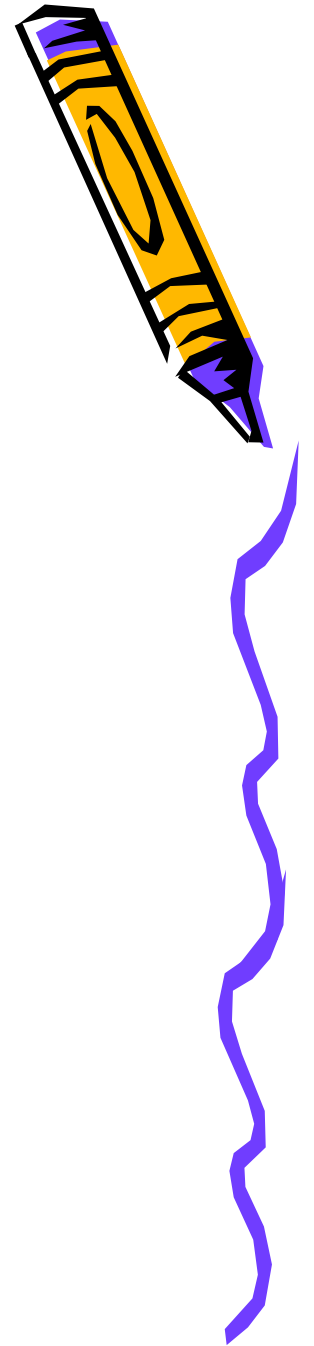
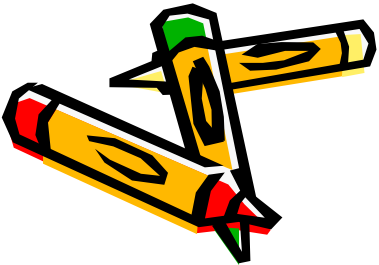
# Similarities to Condominiums or Community Associations

- Businesses - with tangible and non-tangible assets
- Fiduciary responsibilities - to owners and shareholders
- Statutory and contractual obligations - full range of legislation, bylaws
- Living communities - owners and tenants



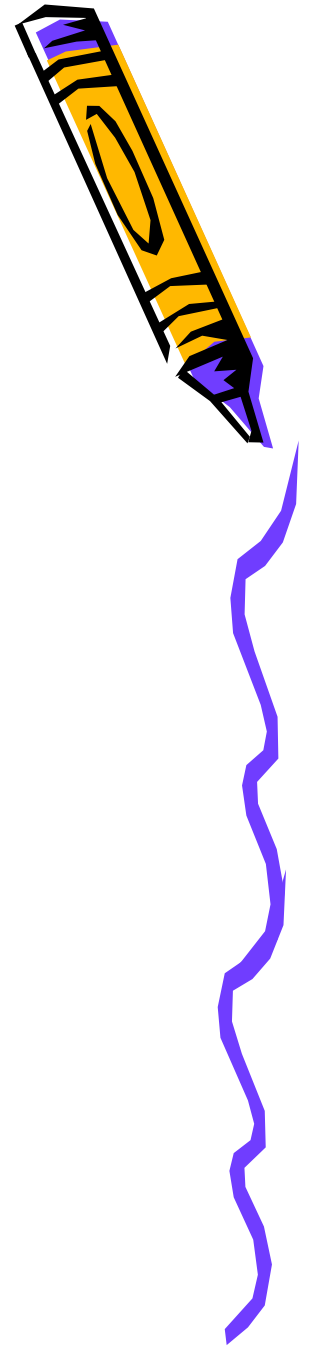
# Negotiation

- Employee to employee
- Manager to employee
- Company to union
- Company to supplier / client



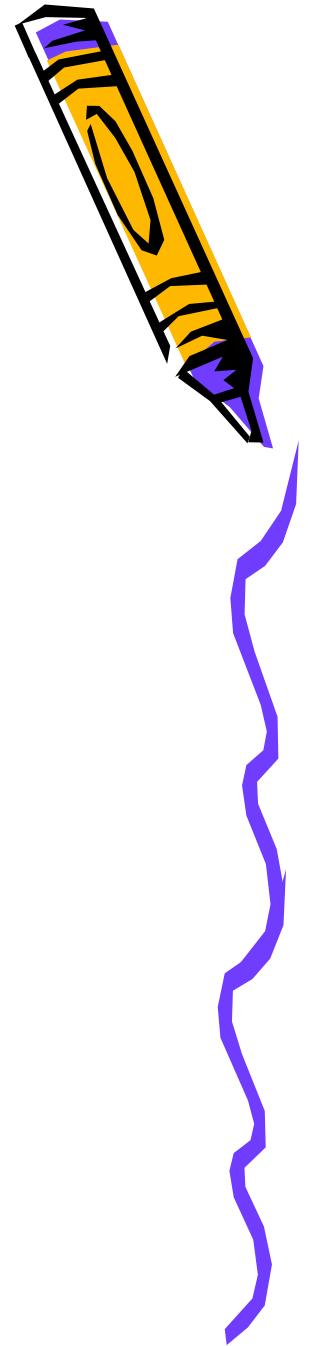
# Negotiation

- Personal skills
- Training & mentoring
- Corporate skills
- Corporate approach to negotiating
- External resources



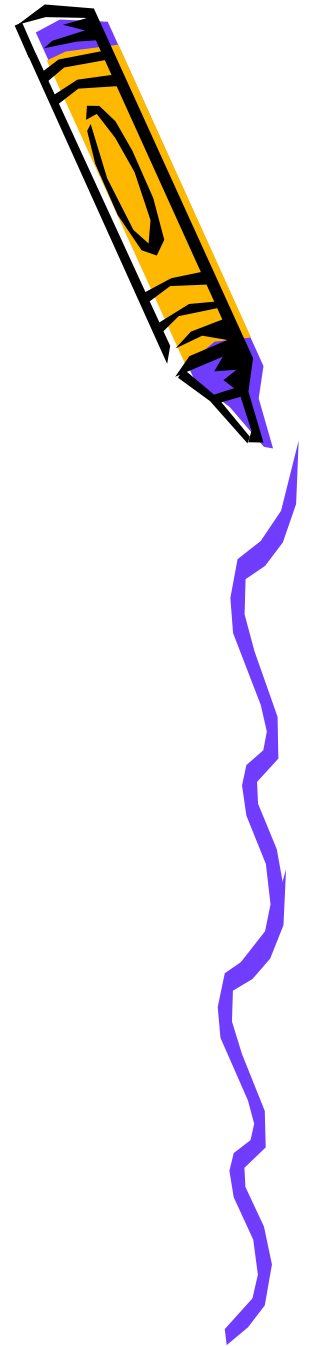
# Mediation

- Corporate approach
- Internal resources - HR / Ombuds
- External resources
- Rosters
- External services - mandatory and optional



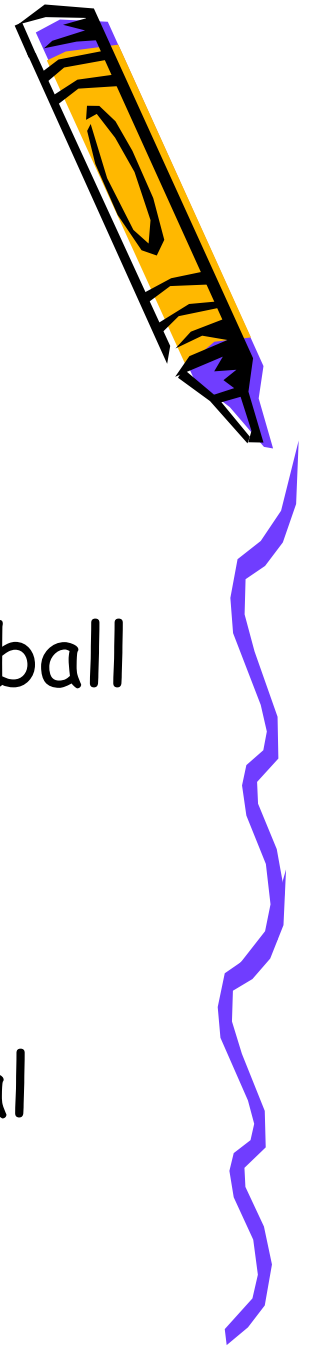
# Facilitation

- Strategic planning & visioning
- Team building
- Workplace renewal
- Project operation



# Arbitration

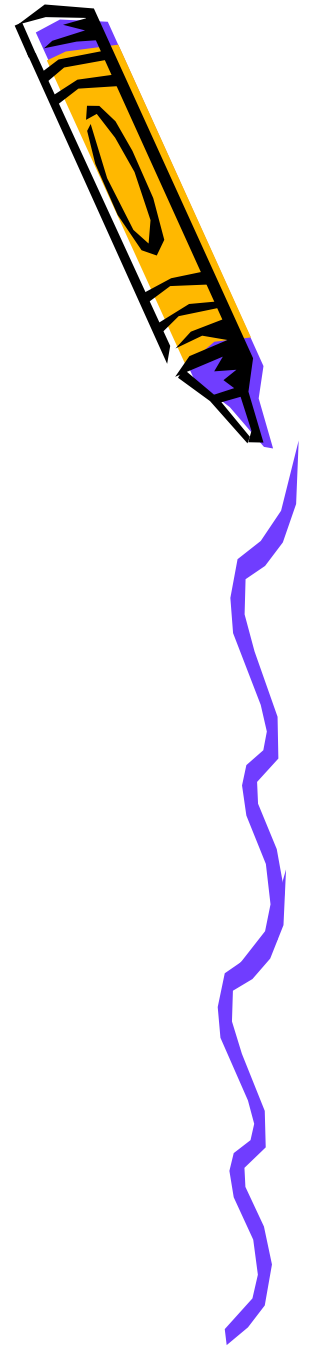
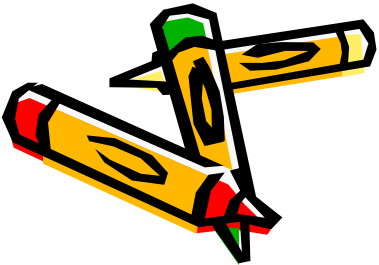
- Rights arbitration
- Interest arbitration
- Final offer / baseball / night baseball arbitration
- Expedited / controlled arbitration
- Neutral fact finding
- Evaluation / assessment / appraisal





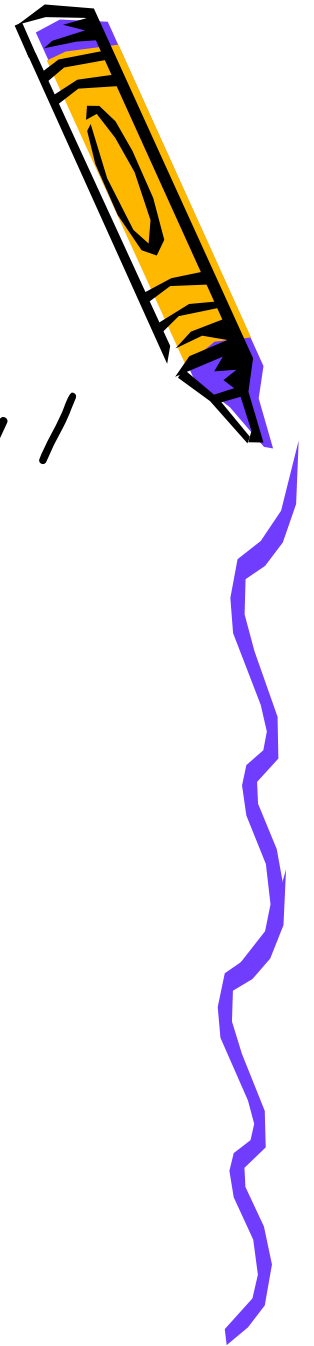
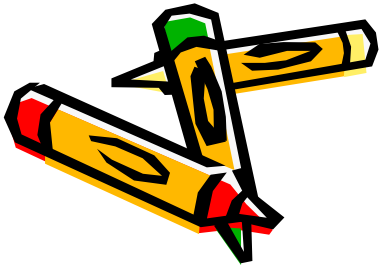
# Arbitration

- Internal resources / expertise
- External resources / expertise
- Training
- Rosters



# Other Considerations

- Training costs / plans / availability / continuity
- Contractual / policy provisions
- Certainty and flexibility
- Desirability
- Time
- Economic advantages



# Impact of Unionization

- Additional player to consult
- Unique interests
- Political agendas and consequences
- Relationship building

