

DESCRIPTION OF COURSES OFFERED BY THE PERB

THE ADMINISTRATIVE HEARING PROCESS

The main purpose of this training is to train individuals who conduct administrative hearings including: administrative law judges, hearing officers, agency commissioners and board members, who want a comprehensive seminar on the administrative hearing process to improve their skills as adjudicators and decision-makers. This training will also help to develop administrative hearing skills and will provide valuable information effective hearings and ruling on evidentiary issues; decision making; decision writing; and avoiding ethical problems.

ARBITRATORS/ADVOCATES TRAINING

This program was an initiative of former Lieutenant Governor Vargrave Richards. Initially, this program was designed to attract Virgin Islanders interested in the arbitration process, more specifically, those who are interested in becoming arbitrators. This training program trains Virgin Islanders, who are sensitive to local issues, to be arbitrators and to reduce the cost of arbitration to the Government and unions. This training will also educate advocates of the arbitration process in: The Role of Arbitration in Labor Relations, Preparing a Grievance for Arbitration, Contract Interpretation, Arbitration in the VI, Writing an Arbitration, and Findings of Fact.

CONFLICT RESOLUTION/MANAGEMENT

The Conflict Resolution/Management training program provides the participants with information on problem-solving, which includes Airing everyone's concerns, Looking beyond symptoms, Exploring all solutions, Anticipating problems, Following through, and Working productively. The program also provides an opportunity to explore conflict, such as: Unsolved Issues from the Past; Hidden Expectations; Self-Perception and Self-Esteem; Interests, Needs and Desires; Emotions; Personalities; and Issues. When we recognize how to deal with conflict, our effectiveness as an employee, leader or manager will increase.

CONTRACT ADMINISTRATION

The Contract Administration training program provides the participants with guidelines to process contractual grievances. That is a grievance citing a violation(s) of the collective bargaining agreement (CBA) or stipulations.

CUSTOMER SERVICE

This Customer Service workshop will help participants enhance their service delivery skills by helping service providers improve their delivery in every interaction with customers. The workshop addresses a number of customer service aspects. Among those customer service aspects are: Various personal beliefs, A shared definition, Moments of Truth, Walking in the Customers Shoes, Angry and Upset Customers, and Having Fun!

At the completion of this course, participants will be able to: Understand why customers always expect more, Define customer service, Identify your personal customers, Structure and organize your service delivery system for your organization, Compare and contrast customers' views with service provider views, effectively deal with angry and upset customers, and Have fun while learning.

EMPLOYEE RELATIONS

This training program provides the participants with a basic understanding of the rights and responsibilities of employee-management relationships, including management and labor relations. The program also provides information relating to: Ethical Conduct, Customer Service, Sexual Harassment, Workplace Violence, Emotions Handling, Working Styles, and Team Building.

GRIEVANCE MEDIATION

The practice of mediation is a profession with ethical responsibilities and duties. Those who engage in the practice of mediation must be dedicated to the principles of free and responsible collective bargaining. This Grievance Mediation training course is designed to acquaint participants with the fundamental skills of mediation. The course provides a broad-based approach to mediating disputes. The training begins with what mediation is and how it is used in resolving conflicts. It then introduces basic mediation skills and provides opportunities to learn and apply these skills.

LABOR MANAGEMENT

This workshop supports the PERB's vision to "improve public sector labor relations through...training." This workshop also provides a hands-on approach for subject matters including: the Grievance Procedure, What is a Grievance, Guiding Principles for Stewards and Supervisors, Danger Areas in Grievance Handling, Preventing Grievances, Purpose of Discipline, Misconduct v. Poor Performance, Discipline Tips for Supervisors, Seven Tests of Just Cause, Standards of Discipline, and the Weingarten Rights.

SENSITIVITY

The "Celebrating the Possibilities" course provides an interactive, hands-on approach for helping participants to be sensitive to the most challenging issues or crisis situations participants' face. The goal of this course is to identify various differences and provide opportunities to address these differences in productive ways.

SEXUAL HARASSMENT

This training session helps participants enhance their ability to recognize actions that are considered to be a violation of the laws and take steps to change behaviors that could be viewed as sexual harassment. This workshop provides a number of different aspects to help participants, their organization and others that they deal with in the workplace. The goal of this workshop is to help participants create and maintain a professional environment that is comfortable for all employees and free from sexual harassment.

This training program is done in accordance with V.I. Legislature **Act No. 6829**, which *requires every employer in the territory to adopt a policy against Sexual Harassment and provide a written copy to each employee.* It also states that *employers with five or more employees are required to conduct education and training programs designed to prevent Sexual Harassment.*

SEXUAL HARASSMENT TRAIN-THE-TRAINER

This training session is meant to train V.I. Government employees to present this program to their individual departments and to assist the PERB in additional trainings when needed. It should also be noted that the Sexual Harassment session is a prerequisite to this Train-the-Trainer course.

WORKPLACE VIOLENCE

Violence of ANY sort has many roots! 99% of the time, there are warning signs of Workplace Violence. This takes a comprehensive look at workplace violence: how to prevent it on an individual and an organizational level, and how to respond to it if it does occur. Highlights of this training include, but are not limited to: The Albert Bandura Behavior Wheel, McClure's Seven Step Anger Management Process, and Norman Keith's Nine Components of Violence Prevention.