# Instructor’s Manual with

**Test Item File**

## Robert Goulding

## *Durham College*

**Labour Relations**

**Fifth Edition**

## Larry Suffield

### Lambton College

Gary L. Gannon

### Durham College



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# Preface

This Instructor's Resource Manual is designed to help you prepare and present classes in Labour Relations, Industrial Relations, or Collective Bargaining courses using the text *Labour Relations,* Fourth Edition*.* The manual includes three appendices: Appendix A provides cases, Appendix B contains a grievance and arbitration exercise, and Appendix C provides a contract negotiation simulation from the dry-cleaning industry that could be used in assignments relating to the analysis and negotiation of a collective agreement. A test bank containing true/false, multiple choice, and essay questions for each chapter is also available at the end of this manual.

#### Material Provided for Each Chapter

For each chapter, the manual contains the following:

*Chapter Overview.* A brief summary of the chapter's contents is provided.

*Chapter Websites*. Links to the websites in the chapter are listed in alphabetical order. This allows access to a site by simply clicking the hyperlink.

*Chapter Outline*. This outline sets out the headings for the chapter.

*Chapter Summary.* The summary of the chapter captures the key contents and could be used as a lecture outline. The chapter summary notes where chapter-ending case incidents and the cases in Appendix A could be incorporated. Comments and suggestions regarding videos and possible presentation ideas are provided.

*Answers to Review Questions*. Answers for the review questions at the end of each chapter are provided.

*Answers to Discussion Questions*. Answers for the discussion questions at the end of each chapter are provided.

*Comments on Web Research*. Explanation of each web research.

*Answers to Case Incidents.* Answers for the case incidents at the end of each chapter are provided.

#### Appendix A Cases

The cases in Appendix A deal with the following issues:

|  |  |
| --- | --- |
| Case: | Issues: |
| Found: An Unsigned Card | Union organizing drive and unfair labour practice by employer |
| Are we “In The Zone”? | Preparation for bargaining and establishing a bargaining zone |
| Where’s the Money | Administration of collective agreement. Payment of union dues. |
| Goodtime Food Products Ltd. | Discipline and discharge, review of termination by arbitration |
| Red Falls Transit Authority | a review of a job posting by the employer and the selection process used by the employer, including testing |

#### Appendix B Grievance and Arbitration

Appendix B provides a dismissal scenario and allows students to experience the grievance process and prepare for an arbitration hearing. The situation presented requires students to do some research relating to dismissals and human rights issues. Instead of using the questions that are provided in the text you may wish to have students engage in a role-play with union representatives, managers, and arbitrators.

#### Appendix C Contract Negotiation Simulations

Appendix C, which provides a collective agreement for a casino and supporting background information, is a unique feature of the text. The manual provides assignments that could be modified for contract analysis and negotiation of a contract renewal, confidential bargaining team instructions, and a student peer evaluation form. I have observed that the assignments provided in Appendix C can be an invaluable exercise for students. Students have advised that until they were required to review a union security clause or a grievance process in a collective agreement, they did not really understand them. The material has been provided in a way that will allow you to choose which issues you want students to address in a negotiation simulation if you do not want to use one of the assignments provided.