



DELEGATE REPORT – VIDC STEWARDS CONFERENCE

December 6, 2016

From November 23-25, 2016, I was able to attend the VIDC Stewards in Nanaimo, BC. I was grateful for the opportunity to experience the following workshops:

- **Mediating Member-to-Member Conflict**
- **Creating an Accommodation Friendly Workplace**
- **Resolving Grievances Without Going To Arbitration**

All three sessions stressed the benefits of resolving workplace conflicts and other issues before the disciplinary stage is reached. This has also been shown to lead to more flexible solutions to common problems. The sessions involved role-play scenarios based on real workplace conflicts, and allowed the learners to experience the roles of employee, mediator, and observer. The three combined perspectives allowed members of each work group to explore and hone successful approaches to resolving conflicts.

The Mediating Member To Member Conflict workshop was particularly valuable, as it included simulated verbal conflicts, which heightened the reality and anxiety of the situations. Having to effectively mediate in a more emotional/less controlled environment made it so all participants had a more realistic experience and were forced to work with the additional stresses.

As a result of the excellent work by the planning team, and the efforts of the unionized hotel staff, conference was deemed one of the best yet.

In Solidarity,

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