

Fire Brigades Union Introductory School

Branch Officials & Handling Members' Problems



This course has been designed to introduce members to the role of a Branch Official and also to help current Branch Officials improve skills and gain confidence to organise in the workplace.

Course Aims to help officials to:

- ▶ *understand role and responsibility of a Branch Official*
- ▶ *find and use relevant information and resources including union policies procedures and agreements*
- ▶ *improve practical skills including note taking; interviewing members, running meetings and reporting back*
- ▶ *develop a systematic approach to help with handling members problems and casework, including disciplinary issues and grievances*
- ▶ *make use of agreements to take up issues and problems with management*

When: Tuesday 24th - Thursday 26th
March 2015

Where: Toorak Hotel, Chestnut Avenue,
Torquay, Devon

Time: Registration from 12.00 on 24th
March and finishing with lunch at
1pm on 26th March

Apply: Contact your Brigade Official for an
application form or email
emma.smart@fbu.org.uk

The course is accredited within the TUC
Education Service/National Open College
Network Programme