

# SHOP STEWARD CONFERENCE SADC

- Empowering & Defending The Rights Of The Workforce

DATES: 22 & 23 JUNE 2011

VENUE: SAFARI COURT HOTEL AND CONFERENCE, NAMIBIA, WINDHOEK

## Confirmed Speakers Include:

**Dazini Mhotsha**

*General Secretary*

**BOTSWANA FEDERATION OF TRADE UNIONS (BFTU)**



**Thabiso Mkhonta**

*General Secretary*

**PUBLIC AND PRIVATE SECTOR TRANSPORT WORKERS UNION (PPSTWU)**



**Ambrosius Kadijiuku**

*Fulltime Shop Steward*

**NAMPOWER**



**Asnath Zamue**

*Secretary General*

**NAMIBIA FINANCIAL INSTITUTIONS UNION (NAFINU)**



**Khaya Blaai**

*Collective Bargaining Unit Head*

**NATIONAL UNION OF MINEWORKERS (NUM)**



**Johannes Ndeutepo**

*Secretary General*

**MINE WORKERS UNION OF NAMIBIA (MUN)**



**Nevonga Peter**

*Secretary General*

**NAMIBIA PUBLIC WORKERS UNION (NAPWU)**



**Grace Nyirenda**

*Deputy Secretary General*

**MALAWI CONGRESS OF TRADE UNIONS (MCTU)**



**Martha Mosoane**

*Secretary General*

**LESOTHO TRADE UNION CONGRESS (LTUC)**



**Mlamuli Makhubo**

*Commissioner: Dispute Management And Prevention*

**COMMISSION FOR CONCILIATION MEDIATION AND ARBITRATION (CCMA)**



**Elias Sheefeni**

*Shop Steward*

**NAMIBIA FINANCIAL INSTITUTIONS UNION (NAFINU)**



## Who Should Attend?

**All Union Members and Shop Stewards**

**Including:**

- Secretary Generals/Deputy Secretary Generals •
- Union Officials • Union Office Bearers •
- Union Administrators • Union Organisers • HR Manager
- Industrial Relations Manager •

## Key Issues For Discussion Include:

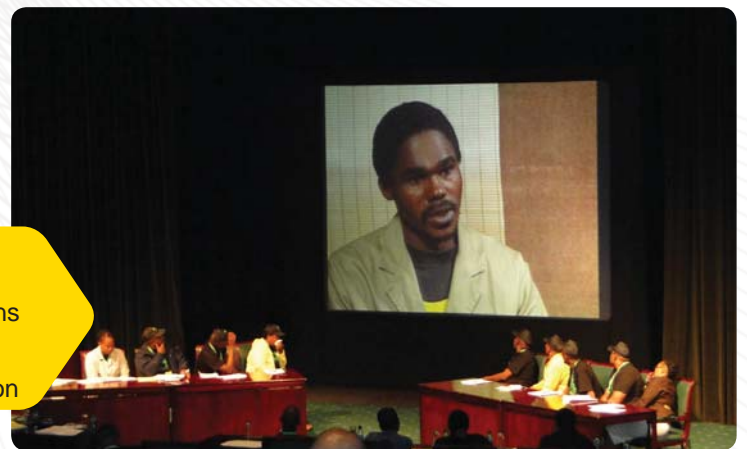
- Preventing and overcoming victimisation as a shop steward
- The difference between demand and negotiations
- Strengthening your communication skills at all levels
- Highlighting procedures that govern shop stewards
- Wage negotiations defined
- Understanding the workforce issues to avoid potential conflict
- Maximising solidarity with regards to you being a union member

**Book 4**

**Delegates & Get The 5<sup>th</sup> Seat Free!!!**

## CONFERENCE HIGHLIGHTS

- Representation from 9 Major SADC Unions
- A Video Clip On Disciplinary Hearings
- Receive a T-shirt and cap upon registration



Researched & Developed By:

Supporting Publications:

Online Partner:



**Mail & Guardian**  
www.mg.co.za

BOTSWANA  
**GUARDIAN**  
Fearless and Responsible





# DAY ONE - 22 JUNE 2011

Registration will be taking place from 7:00am.

## 08:30 Welcome & Opening By Chair

**Elias Sheefeni**

*Shop Steward*

**NAMIBIA FINANCIAL INSTITUTIONS UNION (NAFINU)**

## 09:00 Understanding The Code Of Conduct To Fulfill Your Duties As A Shop Steward

- Evaluating the code of conduct that serves as a guide of practice for shop stewards
- Examining these principals and understanding what they are used for
- Recognising what is required to actively fulfill your duties as a shop steward
- Performing your function more effectively when dealing with the employee, workforce, or union, respectively

**Dazini Mhotsha**

*General Secretary*

**BOTSWANA FEDERATION OF TRADE UNIONS (BFTU)**

## 09:45 Preventing And Overcoming Victimisation As A Shop Steward

- Understanding victimisation, its causes and potential threats to you
- Evaluating your rights as a shop steward to avoid being victimised and identifying it fast
- Examining the procedures during grievances
- Determining the best action to take against the boss's attack
- Possible liabilities of a shop steward during victimisation

**Johannes Ndeutepo**

*Secretary General*

**MINE WORKERS UNION OF NAMIBIA (MUN)**

## 10:30 Morning Tea & Networking Opportunity

## 11:00 The Difference Between Demand And Negotiations

- Understanding the difference between the above two phrases – and how it applies to you as shop steward
- Justifying your demands during negotiations
- Effectively conducting negotiations on demands and reaching an agreement
- Avoiding misunderstandings during negotiations to save valuable time

**Ambrosius Kadijiuku**

*Fulltime Shop Steward*

**NAMPOWER**

## 11:15 Strengthening Your Communication Skills At All Levels

- Evaluating your verbal and non – verbal communication strategies when dealing with management & staff members respectively
- Overcoming common obstacles of miscommunication between conflicting parties
- Reaching a consensus by being assertive without being rude in reaching your desired outcome
- Maintaining complete accuracy at all times as a shop steward by making communication skills, which include listening, your strongest assets when dealing with vital issues

**Grace Nyirende**

*Deputy Secretary General*

**MALAWI CONGRESS OF TRADE UNIONS (MCTU)**

## 12:00 Luncheon and Networking Opportunity

## 13:00 Wage Negotiations Defined

- Keeping communication lines open at all times to reach wage negotiation outcomes
- Defining fair wage negotiations – what does this entail
- Understanding the negotiation process – when are you asking for too much?
- Striving towards successful negotiations to avoid mass strike action
- Achieving the desired outcome during “do – or-die” talks

**Martha Mosoane**

*Secretary General*

**LESOTHO TRADE UNION CONGRESS (LTUC)**

## 13:45 Your Rights To Freedom Of Association And Speech

- Evaluating what is needed to practice freedom of speech in line with your company environment
- Understanding the limitations of expressing your right to free speech
- Examining rules of engagement, and infringement
- Controlling what is said & done
- Resolving disputes around freedom of association

**Asnath Zamue**

*Secretary General*

**NAMIBIA FINANCIAL INSTITUTIONS UNION (NAFINU)**

## 14:45 Closing Remarks From the Chair

### What Delegates Had To Say About Our Shop Stewards SA Conference:

*“I am honoured to have been part of this success” - HR Practitioner, HUMAN SETTLEMENT*

*“I received great insight from this conference” - Full time shop steward, SAPU*

*“The atmosphere was good, and the sharing of challenges was inspiring”. - Shop Steward, SAPS*



# DAY TWO – 23 JUNE 2011

## 08:00 Registration

### 08:30 Opening Remarks From Chair

**Elias Sheefeni**

*Shop Steward*

**NAMIBIA FINANCIAL INSTITUTIONS UNION (NAFINU)**

### 08:45 Highlighting Procedures That Govern Shop Stewards

- Being more effective as a shop steward by aligning the correct procedures in relation to union mandates
- Identifying procedures relating to the Labour Relations Act
- Potential obstacles to look out when following procedures
- Familiarising yourself with the procedures of every situation

**Khaya Blaai**

*Collective Bargaining Unit Head*

**NATIONAL UNION OF MINEWORKERS (NUM)**

### 09:30 Legislative Overview And Getting Familiar With The Following Key Aspects Of The:

- Labour Relations Act
- Employment Equity Act
- Basic Code of Employment
- Skills Development Act

**Mlamuli Makhubo**

*Commissioner: Dispute Management & Prevention (JHB)*

**COMMISSION FOR CONCILIATION MEDIATION & ARBITRATION (CCMA)**

## 10:15 Morning Tea And Networking Opportunity

### 10:30 Controlling And Managing Misconduct

- Adhering to the Code of Practice in relation to shop stewards
- Examining what procedures are followed for misconduct of a shop steward
- Identifying the three major steps for fair dismissal of a shop steward
- Determining measures to avoid misconduct by developing a good working relationship with management

**Thabiso Mkhonta**

*General Secretary*

**PUBLIC AND PRIVATE SECTOR TRANSPORT WORKERS UNION (PPSTWU)**

### 11:15 Knowing Your Rights And Limitations As A Shop Steward

- Establishing what your rights are & how to utilize them effectively
- Understanding Union Solidarity & how it applies to you
- Empowering Contract Rights as a means to combat discrimination

- Examining the Labour Law Rights and how they assist shop stewards in their duties with union representatives

**Nevonga Peter**

*Secretary General*

**NAMIBIA PUBLIC WORKERS UNION (NAPWU)**

## 12:00 Luncheon and Networking Opportunity

### 13:00 The Role Of A Shop Steward In A Disciplinary Enquiry.

This interactive session will include, Opening Statements, Leading evidence, Cross examination and Closing arguments by means of an enacted video clip, which will give you clear guidelines in assisting employees during disciplinary enquiries.

- Summary and learning points will be addressed after the video clip
- Q & A session after the video clip will ensure greater understanding and interaction

**Facilitated By:**

**BRUNIQUEL & ASSOCIATES**

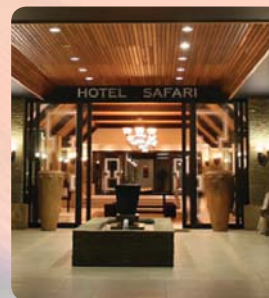
### 14:00 Open Floor Discussion

## 14:30 End Of Workshop & Conference

### Where To Stay:

## Safari Court Hotel & Conference Centre

<http://www.safarihotelsnamibia.com/home.html>



### PHOTOS FROM OUR PAST CONFERENCE



# Shop Steward Conference SADC

**DATES: 22 & 23 JUNE 2011**

**VENUE: SAFARI COURT HOTEL & CONFERENCE, NAMIBIA, WINDHOEK**

**TO SECURE YOUR PLACE AT THIS COURSE - PLEASE COMPLETE THE FOLLOWING:**

Company Name		VAT #			
Postal Address					
Telephone #		Fax #			
E-mail Address			Purchase Order Number		
Where did you hear about this event? E-mail <input type="checkbox"/> Post <input type="checkbox"/> Fax <input type="checkbox"/> Internet <input type="checkbox"/> Magazine <input type="checkbox"/> other _____					
	Title	Delegate Name	Designation	E-mail	Cell #
1					
<input type="checkbox"/> Yes, please update me with relevant information					
2					
<input type="checkbox"/> Yes, please update me with relevant information					
3					
<input type="checkbox"/> Yes, please update me with relevant information					
4					
<input type="checkbox"/> Yes, please update me with relevant information					

**EASY PAYMENT METHODS: DIRECT DEPOSIT, CREDIT CARD OR CHEQUE:**

NEDBANK, INTELLIGENCE TRANSFER CENTRE, BRANCH: SANDOWN, BRANCH CODE: 193305, ACCOUNT NUMBER: 1933207779  
 IN ORDER TO SECURE YOUR REGISTRATION, PAYMENT IS DUE IN FULL UPON RECEIPT OF INVOICE.

Confirmation - Your registration will only be confirmed until such time as payment is received and may be subject to cancellation.

Right of Admission – Intelligence Transfer Centre reserves the right to refuse admission to the training course where evidence of full payment cannot be shown. Delegate Substitutions – Delegate substitutions are welcomed at any time and do not incur any additional charges. Please notify us in writing of any such changes.



**CODE: JA/SSC-1**

**PRICING**

**STANDARD PACKAGE:**

**R7999** Excl. VAT

**EARLY BIRD:**

**R 6999** Excl. VAT

*Book 4 Delegates & Get The 5<sup>th</sup> Seat Free!!!*

**APPLICATION FOR REGISTRATION AND ACCEPTANCE OF TERMS AND CONDITIONS**

I acknowledge that I have read, understood and accept the programme and Terms and Conditions (including Payment Terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the undermentioned organisation which I am duly authorised to represent.

Name: \_\_\_\_\_

Name of Organisation\*: \_\_\_\_\_

Job Title (Specific): \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

(where organisation sends delegate/s and is responsible for payment of conference/course fee\*)

**4 Easy Ways To Register**



**Fax your registration form to: +27 (0)31 539 7363**



**www.intelligencetransferc.co.za**



**jayson@intelligencetransferc.co.za**



**Phone us: +27 (0)31 539 7347**

**Delegate Cancellations:** All delegate cancellations must be received in writing and are subject to the following conditions:

- for any cancellations received 20 working days before the start of a training course, Intelligence Transfer Centre will issue a 100% credit for the value paid to be used for up to one year from the date of issue for any future INTELLIGENCE TRANSFER CENTRE training course
- for any cancellations received less than 20 working days before the date of the training course, the full fee will be payable and no refunds or credit notes will be given
- if a registered delegate does not cancel and fails to attend the training course, this will be treated as a cancellation and no refund or credit note will be issued
- Delegate substitutions are welcome-Please notify us 5 days before the event

**ITC Substitutions and Cancellations:** Speakers and topics are confirmed at the time of publishing of the programme, but ITC reserves the right to substitute, alter or cancel advertised speakers and/or topics in appropriate circumstances (and will give notice to such substitutions or alterations via email prior to the conference as soon as possible)

**Intelligence Transfer Centre Cancellation & Postponement policy**

In the event that Intelligence Transfer Centre cancels an event, delegate payments will be refunded. In the event that Intelligence Transfer Centre postpones an event, delegate payments at the postponement date will be credited towards the rescheduled date. If the delegate is unable to attend the rescheduled event, the delegate will receive a 100% credit representing payments made towards a future event This credit will be available for up to one year from the date of issuance. No refunds will be available for postponements. Intelligence Transfer Centre is not responsible for any loss or damage as a result of a substitution, alteration or postponement of an event. Intelligence Transfer Centre shall assume no liability whatsoever in the event this training course is rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this training course impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency.