

2021 Alliance National Bargaining – Tentative Agreement





Subcommittee: Problem & Dispute Resolutions

Recommendation 2 (Deliverable 2):

Develop an annual refresher for UBT's and LMP Councils on how to use IB conversations in everyday interactions and problem solving:

- a. The refresher should be experiential (story based) so it resonates and sticks with people and positions them to apply the concepts to every day working and personal lives
- b. It should be short (30-60 minutes)
- c. Base content on the IBPS/CDM training that is currently being redesigned by the Learning Team. The redesigned training will have 2 components:
 - How to use IB conversations in everyday interactions and problem solving
 - More advanced content for Issue Resolution and Facilitators
- d. The refresher should be accessible on KPLearn
- e. Provide the refresher to each UBT using normal meeting time. It could be facilitator led or via KPLearn. In either case the UBT (labor and management together) should receive the refresher in-person
- f. Provide the refresher to each LMP Council. Include clarification on the escalation process and their role in it
- g. Use existing resources (e.g., UBT Consultant, APR, LMP Trainers, the folks that support UBT's) to do the training, if facilitator led
- h. Make up session (virtual/KPLearn) for those who missed the refresher
- i. Add the refresher to UBT P2P (Training dimension, level 2)

Agreed:

	
Hal Ruddick	Steve Shields
Executive Director	Senior Vice President
Alliance of Health Care	National Labor Relations, Kaiser
Unions	Permanente
	
Date	Date

Note: The joint Contract Language Team will finalize actual language at a later date.