

The Author



Blaine Donais, B.A., LL.B., LL.M., RPDR, C.MED., has spent many years as a labour lawyer working with public and private sector professionals. He is an expert in both the practice and theory of assisted labour/management negotiation, mediation-arbitration and facilitation. He teaches and trains human resources professionals, labour leaders and others in human rights, labour and employment law, human resources, collective bargaining and conflict resolution. He also has extensive experience in civil mediation matters and is a Roster Mediator for Toronto, Ottawa and Windsor. He has acted as Mediation Educator for Toronto Small Claims Court cases. He is an Adjunct Professor of Workplace Dispute Resolution at Atkinson College, York University, Toronto. He presently works with the Society of Energy Professionals and is President and Founder of the Workplace Fairness Institute.

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A Guide to Conflict Management in Union and Non-Union Work Environments

Blaine Donais

Offers templates, forms and checklists to help you quickly and easily create a fairness system that protects your bottom line



"Written for both unionized and non-unionized environments, "Workplaces That Work" offers practical pathways to enhancing workplace fairness, efficiency and the building of trust between employees and managers."

Julie Macfarlane
 Professor of Law
 University of Windsor



Discover a workplace fairness system that works for you with...

Workplaces That Work: A Guide to Conflict Management in Union and Non-Union Work Environments, written by Blaine Donais, an expert in the practice and theory of labour/management negotiations, mediation-arbitration and facilitation. He is also the President and Founder of the Workplace Fairness Institute.

Does workplace fairness really matter? Yes, if you don't want it to cost your company!

Workplaces That Work is based on the theory that good processes lead to good results. Through an accurate understanding of the nature of conflict, the options available, and the proper diagnostic tools, every workplace can achieve workplace excellence.

Find out how to:

- uncover workplace conflict
- test your present workplace system
- define workplace culture
- build consensus around change
- use the options available to build an effective workplace conflict management system
- ensure the system remains effective
- engage unions and employers to support change
- save money by managing workplace conflict better

How does managing conflict differ from a unionized to non-unionized workplace? There's only one way to find out

Workplaces That Work is the first-ever resource to provide a practical guide to dispute resolution in both the union and non-union workplace. It offers quantitative solutions to managing workplace conflict through strategies, procedures, templates and advice for both environments. It's very practical.

How do you achieve balance between employee satisfaction and productivity? Fairness is the key

Created for anyone dealing with workplace disputes, this resource provides you with a comprehensive approach to workplace conflict analysis and dispute resolution. It's an invaluable source of information that will help you promote fairness in the workplace and protect your bottom line. This resource:

- **explores workplace conflict** and gives you the tools to analyze conflict and workplace culture
- **offers the most comprehensive list** of conflict management options available
- **gives you exclusive access** to a one-of-kind tool for analyzing workplace conflict management systems called the "Testing Instrument for Fairness Systems" (TIFFS)
- **shows you how to implement** a simple and efficient change management process by explaining the four phases of system analysis, design, implementation and monitoring
- **offers a diagnostic tool** to measure the cost of conflict in the workplace, called the Fairness Cost Analysis Tool (FCAT) which helps you determine how much money your company is actually wasting on conflict and how to reduce that cost
- **provides a comprehensive explanation** of the collective bargaining regime as a conflict management structure
- **sets out options** that will work in a unionized workplace and how to build consensus around change

What's the best way to start changing your workplace right away?

Order your copy of **Workplaces That Work** today! This resource offers a number of features that will help you quickly and easily create a fairness system that works for you:

- **tables** — organize complicated information into an accessible format
- **appendices** — provide further details on options available for conflict management
- **legislation** — explains your legal obligations in the workplace
- **templates** — offer fast efficient solutions for conflict management
- **diagnostic tools** — allow the reader to analyze their conflict management system in a logical and structured format
- **samples** — illustrate details about conflict management options
- **surveys** — allow system designers to solicit feedback from workplace participants

For human resource professionals who want "how to" instructions on building conflict management options...

For mediators looking for new options to aid them in helping parties develop solutions to their conflict...

For workplace consultants who want tools for analyzing and implementing those options, and a thorough understanding of the differences between union and non-union workplaces...

For union representatives looking for solutions to structural problems in their workplace conflict management system, and advice on how to become conflict management partners in the workplace...

This is your guide ...

Workplaces That Work: A Guide to Conflict Management in Union and Non-Union Work Environments

Also an invaluable resource for:

- ADR Professionals
- Organizational Development Professionals
- Conflict Management System Designers
- Diversity Departments
- Change Management Professionals
- Workplace Consultants
- Workplace Investigators

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What are the critics saying?

"A wonderful resource for anyone interested in workplace fairness and conflict management."

Douglas Stone
Co-author of *Difficult Conversations*
Partner at Triad Consulting

"The book provides a framework for understanding and tools for evaluating the relative fairness of the conflict management system within a company. This focus on measurement would be very useful when trying to justify expenditures in this area to senior management who do not have a complete understanding of such systems or of their value to the company."

Brian Story
Former Vice President of Labour Relations
Ontario Power Generation Inc.
Labour Relations Consultant



"This book will be of great benefit to everyone who deals with workplace disputes... This book will also be a tremendous resource for alternative dispute resolution practitioners who deal with workplace conflicts and for those who do system design consultation for clients who wish to improve workplace fairness."

Brian Cook
Vice-Chair, Workplace Safety and
Insurance Appeals Tribunal
President, Dispute Resolution Services

"A valuable, practical addition to a serious ADR professional's 'tool kit'."

Nalini Jugnandan B.A., LL.B., LL.M.
President - Access Dispute Resolution

"This book is a must if you want a comprehensive, practical guide to developing conflict management systems in the workplace. I have used it. It works!"

Richard Moore,
President MDR Associates Conflict Resolution Inc.



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