

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

Author: Blaine Donais, B.A., LL.B., LL.M., RPDR, C.Med.

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It's a fact.....conflict is part of working life. When ignored or when it is improperly handled it can have devastating consequences for companies including increased absenteeism, reduced productivity and high employee turnover.

Younger employees are more interested in how they will be treated, and existing employees are sensitized to their workplace rights. Today's employees expect a fairer, healthier and less stressful workplace. Employers who provide this type of environment will be successful in attracting and retaining the 'best' giving them a competitive advantage. 'Fairness' has become a commodity that all employees seek.

At the core of *Workplaces That Work* is the idea that effective conflict resolution processes must go beyond being 'just' and 'efficient' to being fair. It is only then that employers can reap the benefit of employee engagement and loyalty. In this book the author offers a new approach to the study of conflict management – the Donais Fairness Theory that demonstrates that conflict management systems can be measured for 'fairness'.

Workplaces That Work provides practical, user friendly tools to help practitioners:

- Define their workplace's conflict management system
- Test the system's strength
- Uncover weaknesses in the system
- Develop a strategy for improving the system

This book has been written to effectively address the subject in both a union and non-union work environment.

The author, Blaine Donais, has spent many years working as a labour lawyer. He is an expert in both practice and theory of assisted labour/management negotiation mediation-arbitration and facilitation. He teaches human rights, labour and employment law, human resources, collective bargaining and conflict resolution. Donais 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.

Workplaces That Work is a terrific resource for union, management and ADR professionals who are reviewing or designing a conflict management system. The 'fairness' theme runs right through this book making it a 'must have' resource. This book will be a very valuable resource in my library!

About the book reviewer

Roger Alton C.H.R.P., C.Med.

Roger has a great deal of conflict resolution experience gained over 24 years in various human resources assignments, including Director H.R., with one of Canada's leading retailers, Sears Canada Inc. He has been a Conflict Resolution Consultant since 2000. He provides the highest quality conflict resolution services to individuals, business, government and non-profit organizations with an emphasis on effectiveness and value.

Roger is a Roster Mediator, Ontario Mandatory Mediation Program in Toronto and Ottawa. Roger serves on the Board of Directors for the Alternative Dispute Resolution Institute of Ontario and Fellowship Towers, a Toronto seniors' residence

His practice is focused on providing these customized services:

1. **Mediation of Workplace Disputes** – Mediates a broad range of workplace disputes at all levels of organizations
2. **Human Rights / Harassment Investigations** – Provides swift, thorough, full and fair investigations and clear concise investigation reports
3. **Workplace Assessments** – Conducts comprehensive, independent assessments of troubled work environments and provides practical recommendations for improvements