Advanced Shop Steward Leadership Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The labor environment demands a paradigm shift from traditional grievance handling to **strategic advocacy** and **servant leadership**. As workplace structures become increasingly decentralized and digital, shop stewards must master **data-driven negotiations** and **algorithmic transparency** to protect member interests. Advanced Shop Steward Leadership Training Course provides a high-level mastery of **collective bargaining agility** and **conflict transformation**, ensuring stewards are not just reactive representatives but proactive architects of a sustainable, equitable workplace.

By focusing on **dialogical education** and **cross-sectoral integration**, stewards will learn to navigate the complexities of **pseudo-contracted work** and the "gigification" of traditional sectors. This training empowers leaders to foster a **non-anxious presence** while managing high-stakes disputes, leveraging **AI-assisted workplace analytics** to gain an edge in modern labor-management relations

Programme Curriculum

Advanced Shop Steward Leadership Training Course

Introduction

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Course Duration

10 Days

Course Objectives

1. Master Strategic Servant Leadership
2. Navigate Algorithmic Governance.
3. Harness Data Analytics.
4. Execute Conflict Transformation.
5. Address Precarious Employment.
6. Champion Digital Human Rights.
7. Implement Dialogical Organizing
8. Optimize Collective Bargaining Agility.
9. Enhance Mental Health Advocacy.
10. Analyze Global Supply Chain Ethics
11. Foster Inclusive Solidarity.
12. Master Financial Labor Intelligence.
13. Uphold ESG Accountability.

Target Audience

1. Senior Shop Stewards
2. Union Executive Officers.
3. Industrial Relations Managers.
4. Labor Organizers
5. Health & Safety Representatives
6. Human Rights Advocates
7. Legal & Compliance Officers
8. Employee Relations Consultants

Course Modules

Module 1: The Modern Servant Leader

- Principles of **Robert Greenleaf's** institutional leadership.
- Developing a "Non-Anxious Presence" in crisis.
- The steward as a "Healer" of workplace toxicity.
- Empowering lay officials for autonomous action.
- **Case Study:** Revitalizing a demoralized manufacturing unit through servant leadership modeling.

Module 2: AI & Algorithmic Representation

- Understanding AI-based scheduling and performance tracking.
- Negotiating "Right to Explanation" for algorithmic decisions.
- Mitigating bias in automated hiring and firing.
- Leveraging AI for union grievance tracking.

- **Case Study:** Challenging a discriminatory "Productivity Score" in a logistics fulfillment center.

Module 3: Organizing Precarious Workers

- Legal frameworks for **pseudo-contracted** and **leased workers**.
- Tactics for organizing the "invisible" workforce.
- Bridging the gap between permanent and temporary staff.
- Digital organizing in remote/hybrid environments.
- **Case Study:** The Greek Banking sector’s approach to leased worker representation

Module 4: Advanced Conflict Transformation

- Moving beyond "Win-Lose" to "Mutual Gains."
- Restorative justice in the workplace.
- Mastering high-stakes mediation techniques.
- De-escalation of industrial action tensions.
- **Case Study:** Using mediation to prevent a nationwide wildcat strike in the transport sector.

Module 5: Data-Driven Collective Bargaining

- Analyzing corporate balance sheets for hidden profits.
- Using benchmarking data for wage parity claims.
- Costing a multi-year labor agreement.
- Visualizing labor data for member ratification votes.
- **Case Study:** Using predictive analytics to secure a 15% wage increase during an industry downturn.

Module 6: Psychosocial Risk & Mental Health

- Identifying systemic causes of workplace burnout.
- Negotiating "Right to Disconnect" policies.
- The steward’s role in suicide prevention and crisis intervention.
- Creating neuro-inclusive workplace environments.
- **Case Study:** Implementing a comprehensive mental health "First Aid" program in a high-stress call center.

Module 7: Digital Human Rights & Privacy

- Defending against invasive workplace surveillance.
- Member data ownership and protection.
- Ethics of biometric data collection.
- Legal challenges to "bossware."
- **Case Study:** A landmark legal battle against facial recognition clock-in systems.

Module 8: Intersectional Solidarity

- Addressing unconscious bias within the union structure.
- Building coalitions with social justice movements.
- Representing diverse gender, racial, and age identities.
- Equitable leadership pipelines.
- **Case Study:** The **TUYP** model for engaging young and precarious workers

Module 9: Emergency Preparedness & PHEPR

- Labor’s role in **National Public Health Institutes (NPHIs)**
- Negotiating safety protocols for future pandemics.
- Ensuring continuity of representation in emergencies.
- Workplace reform and health-related institutional linkages.
- **Case Study:** Union involvement in the PHEPR response strategy for frontline workers.

Module 10: Environmental & Social Governance (ESG)

- Leveraging ESG ratings in negotiations.
- The "Just Transition" for workers in carbon-heavy industries.
- Monitoring corporate ethical supply chains.
- Labor representation on corporate boards.
- **Case Study:** Forcing a fossil fuel giant to reinvest in worker retraining for green energy.

Module 11: Dialogical Education Methods

- Applying **Freire’s Critical Literacy** to union meetings
- Peer-to-peer mentoring and organic leadership.
- Turning grievances into "learning moments."
- Breaking hierarchical teacher-student dynamics.
- **Case Study:** Transforming a standard safety briefing into a participatory problem-solving workshop.

Module 12: Global Labor Economics

- Impact of **Multilateral Agreements** on local jobs
- Global framework agreements with multinationals.
- Cross-border union cooperation.
- Understanding the "Knowledge Quarter" economic shifts
- **Case Study:** A multi-national solidarity campaign against a global retail chain.

Module 13: Financial Intelligence for Stewards

- Interpreting 10-K filings and annual reports.
- Tracking executive compensation vs. worker pay.
- The impact of stock buybacks on labor budgets.
- Forensic accounting in wage theft cases.
- **Case Study:** Uncovering hidden subsidiaries to secure unpaid overtime for 500 workers.

Module 14: Strategic Media & Communication

- Crisis communication and brand management for unions.
- Using social media for "Micro-Organizing."
- Countering employer "Union-Busting" propaganda.
- Public speaking for legislative advocacy.
- **Case Study:** A viral social media campaign that overturned an anti-union legislative bill.

Module 15: Ethical AI Usage for Unions

- Policies for using AI in union assignments
- Ensuring transparency in AI-generated member communications.
- Protecting against AI-driven misinformation.
- Human-in-the-loop requirements for labor decisions.

- **Case Study:** Establishing a "Union Ethics Board" for the oversight of internal AI tools.

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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