

Communications Workers Union Outdoor Department



Specialist Delivery Training Course

The Communication Workers Union
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Specialist Delivery Training Course

Day One

09.30 – 10.40	Introductions
10.40 – 11.00	Coffee
11.00 – 12.30	Indoor workload Tool
12.30 – 13.15	Lunch
13.15 – 14.40	Geo-route overview
14.40 – 15.00	Coffee
15.00 – 17.30	Weekly resourcing Meetings and introduction to the website

Day Two

09.00 – 10.30	National Agreements
10.30 – 10.50	Coffee
10.50 – 12.30	Working Safely
12.30 – 13.15	Lunch
13.15 – 14.30	Planning for Safety risk assessment & Where to find H&S info for Deliveries
14.30 – 14.50	Coffee
14.50 – 17.00	Welfare Issues, Weight on Delivery and Delivery Equipment

Day Three

09.00 – 10.30	Delivery Duty Development
10.30 – 10.50	Coffee
10.50 – 12.30	Create a Poster or leaflet to advertise a meeting which will give members an outline of what will be discussed at the meeting dealing with a delivery revision
12.30 – 13.15	Lunch
13.15 – 14.30	Prepare for Public Speaking
14.30 – 14.50	Coffee
14.50 – 1700	Public Speaking presentation on campaign

Day Four

0900 – 10.30	Equality within Deliveries Dealing with Maternity / Paternity leave and discrimination issues.
10.30 – 10.50	Coffee
10.50 – 12.30	1995 D.D.Act & activity related to delivery reasonable adjustment etc
12.30 – 13.15	Lunch
13.15– 14.30	Dealing with Flexibility
14.30 – 14.50	Coffee
14.50 – 17.00	New Delivery Model

Communications Workers Union Outdoor Department

Day Five

09.00 – 10.00	General Awareness of the importance of Recruitment
10.00 – 10.20	Coffee
10.20 – 12.15	One to One Recruitment
12.15 – 13.00	Lunch
13.00 – 14.30	Presentation / Discussion from Outdoor Dept
14.30 - 14.50	Coffee
14.50 – 16.00	Course Review

Day One

INTRODUCTIONS AND AIMS:

AIMS: To practice interviewing and note taking skills
Identify individual and group aims for the course

TASK: In pairs, interview the person sitting next to you (preferably someone you do not already know). Make notes on their responses (10 minutes). Change roles and they will then interview you (10 minutes).

An example of points you may wish to discuss

- Name
- Union Position and any other position held
- Job
- Workplace
- How many members they represent
- Any previous trade union courses they have attended
- What do they hope to get out of the course? (their aims)

Summary sheet

Day One

Indoor Workload Tool

Activity: To understand the logic of how Royal Mails Indoor Workload Tool works.

AIMS: To produce proposals and devise a checklist when dealing with Royal Mails proposals based on the outputs of the IWT.

TASK:

Following a tutor presentation work in small groups on the following;-Your current indoor workload hours are 400 a day split between 200 IPS and 200 Preparation. Using the indoor workload tool management propose to reduce the indoor workload hours to 340 by taking 60 hours out of IPS.The manager says the figures have all been verified as correct and wants agreement to his proposals the next day.

1. In your groups discuss what information you would need to create a checklist that you can work from to give a reasoned response to these proposals and produce counter proposals?
2. Using your checklist create proposals from the information provided by the IWT to develop a CWU reasoned response.

Explain your reasons and highlight your groups' rationale on a flip chart. Elect a spokesperson to report back your groups' views.

RESOURCES:

Flip Chart, Marker Pens, Blue tack, worksheets
Handout & IWT Presentation Slides. Handout after activity

Summary sheet

Day One

Geo-route overview

Activity Create a Checklist that would assist Reps prior and during a Geo-route Revision

AIMS: To define and understand what needs to be looked at for a Geo-route revision

TASK: Following a tutor presentation work in small groups on the following;-Discuss and agree what information and processes you feel you will need as a CWU rep in your office to ensure you have full involvement prior to and during the implementation of a revision. Put all points on a flip chart and elect a spokesperson to report back

Think about

- Agreements
- Training
- Processes
- Information
- Involvement
- Member Involvement
- Health & Safety

RESOURCES:

Flip Chart, Marker Pens, Blue tack, worksheets, Geo-route checklist & TOR Model Agreement, presentation slides

Handouts after activity Checklist and TOR

Summary sheet

Day One

Weekly Resourcing Meetings

Activity: Develop a checklist to identify what should be discussed at Weekly Resourcing Meetings.

Aims: To understand the importance of what should be discussed at Weekly Resourcing Meetings.

Task:

(1) In small groups discuss what core subjects should be discussed at a weekly resourcing meeting for CWU Reps and Royal Mail Managers.

(2) Develop a Checklist that will remind you of issues that should be raised at the weekly resourcing meeting

Explain your reasons and highlight your groups' rationale on a flip chart. Elect a spokesperson to report back your groups' views.

RESOURCES:

Flip Chart, Marker Pens, Blue tack, worksheets, (Handout after the activity)

Summary sheet

Day Two

National Agreements

Activity: Finding and using relevant parts of National Agreements to assist local discussions

Aims: To understand and find Delivery National Agreements or web links to assist CWU Reps in local discussions and negotiations

Task: Work in pairs to find the relevant part of the agreements highlighted in the activity. Discuss and explain how you would use the agreement and identify pertinent sentences or words that would assist your discussions with management.

- Conduct Code (Safeguarding the Mail)
- Door 2 Door (Payment of late items)
- Single Day Delivery (Bag Weight Matrix)
- Vacant duty Resourcing (The Way Forward and the Resourcing Full Time Duties in Delivery Offices).
- Individual Performance Standards (one minute checks)
- Meal Relief Entitlements (Way Forward)

Record your answers on a worksheet and take turns to report back you're answers to the whole group.

RESOURCES:

Worksheets, Pens, Computers, Internet access

Summary sheet

Day Two Working Safely

Activity:- To Make Members aware of the importance of Working Safely and be aware of agreed Procedure's that protect CWU Members in regard to Working Safely.

Aims: To effectively highlight a campaign and gain the support of members on working safely and to identify current agreements and legislation that can protect members from conduct issues.

Task: Following a tutor presentation work in small groups on the following;-

- 1) You are launching the campaign in your delivery office. Using the content of slide 4 prepare what you believe are the key points to support the argument for working safely and to persuade your members to join the campaign. Use agreements, legislation etc to support your argument.

- 2) A member is concerned that they will be charged with wilful delay if they don't complete their delivery. How can you reassure your member that they will be OK - identifying the correct procedure for them to use. Explain your reasons and highlight your groups' rationale on a flip chart. Elect a spokesperson to report back your groups' views.

Resources:- Flip Chart, Marker Pens, Blue tack, computer, projector, screen, worksheets, Agreement website, Slides

Summary sheet

Planning for safety - risk assessment and where to find relevant Health and Safety information

Activity: Recognising the importance of health and safety documents relating to Delivery that are used within Royal Mail. To identify different methods of information, relevant agreements and legislation to assist finding solutions within the workplace.

Aims:

- To Define risks and Hazards
- To create general awareness of the concept (and legal standing) of risk assessment.
- To examine Royal Mail delivery Risk Assessments (WPQ1, 2 and 3)
- To identify where to find relevant information on health and safety to assist reps in the workplace.

Task: Following the presentation and Tutor led discussion. As a whole group discuss how the relevant information can assist both CWU Industrial Reps and Health & Safety Reps.

Resource: Presentation, Potential hazard list, WPQ 1,2,3,examples flip chart, markers pens, Health and Safety information sources sheet (including CWU education links) paper, blue tack, potential hazards list.

Summary sheet

Health, Safety, Welfare, Weight on Delivery and Equipment.

Activity:-

To Identify health, safety and welfare problems in your workplace and develop why we need to consider health and safety alongside IR issues. Identify and resolve HSW issues using an analytical process and identify suitable delivery equipment to be used whilst performing deliveries on differing delivery duties

Aims:

- To improve general awareness of health safety and welfare problems in a Delivery Office.
- To develop skills in using problem solving methods to identify, prioritise and deal with problems effectively.
- To recognise and identify different methods and equipment needed to take weight off the shoulder on delivery duties.

Task:

1) In small groups discuss and list any Health and Safety issues or problems that have arisen in your delivery unit.

2) Using the PIP approach suggest a practicable solution for one of the problems identified.

NB: show presentation on Weight on Delivery before moving on to task three. **P.T.O**

Task: **3)** Following a tutor presentation work in small groups on the following;- In small groups look at the list below highlighting various forms of equipment to carry mail on a delivery. Discuss and agree what delivery equipment could be used best on specific delivery types considering terrain, security issues etc) to “lighten the load” of our members. Explain your reasons for choosing the equipment and explain how your group would propose using such equipment within your delivery offices on a flip chart. Elect a spokesperson to report back the group’s findings

- Electric High Capacity Trolley
- High Capacity Trolley (manual)
- High Capacity Trolley with Ramp
- Car Derived Vans
- Star Burst
- Cycle deliveries
- Pouch over the shoulder

Resource: flip chart, markers pens, paper, blue-tack, Handout to accompany activity at end: Table of problems/ solutions.

Summary sheet

Day Three

Delivery Duty Development

Activity: Develop innovative duties that could work in a delivery office

Aims: To create innovative duty structures that will safeguard full time duties within your delivery office and apply them through Planning and negotiation.

Task:

1) In small groups discuss what kind of duties could be developed in a delivery office to create economic full time duties and prepare a list of these duties with a brief rationale of how they could work.

2) A Delivery Office has a current staffing profile as follows; 24 F/T deliveries & 6 P/T deliveries, however, there are 5 F/T vacancies' within the unit, RM have given you proposals to recruit against these duties, but only on 25 hour contracts. Stating increased automated mail and falling mail volumes, as the reason to remove inward Sorting from these vacancies'.

- What information do you require to discuss the proposal fully?
- How would you use the remaining hours to maintain Full Time duties and create imaginative duty structures?

Explain your reasons and highlight your groups' rationale on a flip chart. Elect a spokesperson to report back your groups' views.

RESOURCES:

Flip Chart, Marker Pens, Blue tack, worksheets (Handout after the activity)

Summary sheet

Day Three

CREATING CAMPAIGNING MATERIAL

Activity To create campaign Material to support a members meeting to discuss a delivery revision

Aims To improve communication methods and awareness of how to involving members in crucial decision making meetings.

Task In pairs, having decided that you will need to call a members meeting to discuss a forthcoming revision. Create a Poster or a leaflet that will inform the membership what the meeting is about and encourage them to attend the meeting.

Think about

- Branch support
- Your Message
- Posters
- Leaflets
- Presentations
- Text/ size /language

Report Display your campaign material to the rest of the groups and explain why you used the format of your choice.

Resources

Computers, Printers, A3 & 4 Paper, pens,

Prepare for Public Speaking and Speaking at Meetings

Activity: To present a 10 minute presentation of their campaign materials and describe what issues they want to cover in their meeting.

Aims To increase confidence and identify areas for improvement on their public speaking skills.

Task After listening to the tutors' presentation, Work in pairs and discuss how you will prepare and deliver a joint 10 - minute presentation to the group on your campaign. Then prepare your joint presentation and ensure that there is an **introduction, middle** and an **end**.

Report Be prepared to feedback constructively to members of the group

Resources Handout "Speaking Up", Tutors Presentation Slides, summary sheets, pens,

Summary sheet

Day Four

Equality within Deliveries (Maternity & Paternity)

Activity: Develop an understanding of Parental Rights and issues that will arise which are linked specifically to a pregnant member and a father to be in a delivery office.

Aims: To Identify member's rights in regard to Parental Rights within deliveries. To improve general awareness of problems and issues that could arise during and after a pregnancy in an isolated delivery unit. To develop skills in using individual action plans to identify problems before they arise and having a contingency to deal with them.

Task:

1) In small groups discuss and list issues and problems that would need to be tackled when developing an individual action plan for a pregnant woman in a delivery unit. Pick one of the issues and develop a PIP approach to solving the problem. It is assumed that the delivery unit is stand-alone. Elect a spokesperson to report back the group's views and rationale.

Task: 2) In small groups discuss the following problem; A member has given the employer the appropriate statutory notice that he wished to use a week of his paternity leave at the time of birth. However, the baby was born premature meaning the member wants to take his paternity leave immediately. The date is December the 15th there was no indication that the birth would be premature and the member phoned as soon as he could from the hospital despite this the manager says he has not had enough notice and he cannot permit it for operational reasons. It is assumed that the delivery unit is stand-alone. Using the legislation on Paternity Rights elect a spokesperson to report back the group's views on how you would tackle this situation.

RESOURCES:

Flip Chart, Marker Pens, Blue tack, worksheets, Paternity legislation Booklet & Link to Website (Handout prior to the activity)

Summary sheet

Day Four

Equality within Deliveries (Disability Discrimination Act 1995)

Activity: To gain an understanding of what constitutes reasonable adjustment within the Disability Discrimination Act 1995.

Aims: To identify solutions to potential problems within a delivery office for members with disabilities.

Task: In small groups discuss the rights of a delivery member who is covered by the D.D. Act 1995, thinking about reasonable adjustment highlight what response you believe management should take on the following scenarios.

- A member has been diagnosed with diabetes and needs to take his/her insulin whilst at work.
- A member has been diagnosed with arthritis and is unable to perform a delivery.
- A member has been diagnosed with spinal problems and can no longer carry a bag on his/her shoulder.
- A member has admitted being an alcoholic and finds it difficult to perform their duty.

Explain your reasons and highlight your groups' rationale on a flip chart. Elect a spokesperson to report back your groups' views.

RESOURCES:

Flip Chart, Marker Pens, Blue tack, worksheets, DDA Link on Website and Handout (Prior to activity)

Summary sheet

Day Four

Dealing with Phase 3 pay and modernisation agreement (Flexibility)

Activity: To discuss and identify potential solutions to absorbing hours and covering for one another in a delivery office.

Aims: Develop proposed ideas to deal with flexibility within the Phase 3 of the Pay and modernisation Agreement.

Task: 1) In small groups discuss the potential problems that we are going to confront with the absorbing and covering for one another within the agreement. List the potential problems onto a flip chart, once you have listed these swap your flip chart with another group.

2) Discuss the potential problems listed by the previous group in your group and highlight potential solutions.

Explain your reasons and highlight your groups' rationale on a flip chart. Elect a spokesperson to report back your groups' views.

RESOURCES: Flip Chart, Marker Pens, Blue tack, worksheets, Pay and Modernisation agreement link to website

Summary sheet

Day Four New Delivery Models

Activity: To discuss and identify potential solutions to safeguard full time working in the future on Delivery.

Aims To develop proposed ideas to deal with changes on Delivery and safeguard full time working in the future.

Task 1) Following the tutor presentation In small groups discuss the potential problems that we are going to confront with the onset of automation and the decrease of indoor workload. List the potential problems onto a flip chart, once you have listed these swap your flip chart with another group.

2) Discuss the potential problems listed by the previous group in your group and highlight potential solutions that your group may have to safeguard full time economic duties.

Explain your reasons and highlight your group's rationale on a flip chart. Elect a spokesperson to report back your group's views

Resources Flip chart, marker pens, blue tack, worksheets, (Presentation prior to activity) Handout on an example of some proposed duties

Summary sheet

Day Five

Activity: To develop creative thinking and awareness on how important recruitment of new members is to the CWU

Aims: To raise awareness of how important recruiting and organising new members to the CWU is.

Task: In small groups discuss and think about why recruitment is so important for the CWU. Write down your findings and elect a spokesperson to report back the groups findings to the rest of the class.

Resources: Workbooks, pens, paper, flip charts

Summary sheet

Day Five

Activity: To develop one to one communication skills in regard to recruiting potential members to the CWU

Aims: To develop effective communication skills to recruit potential new members to the CWU via work related situations

Task 1: Develop a checklist on how you would prepare to introduce yourself to new potential members of the union. Think about

- How you would introduce yourself
- Explain the benefits of being in the CWU
- Ending the conversation

Task 2: Using your checklist from the previous task introduce yourself to a potential new member and role play your checklist.

Resources: Workbooks, pens, paper, potential problems sheet.

Summary sheet

Resource Sheet for one to one recruitment activity

NON members will have one of the following answers for CWU Reps who are trying to recruit them.

- I'm part time and can't afford to join the Union.
- I don't believe in Unions.
- I can get all the benefits of being in a Union without joining.
- Unions are all about old blokes just like my Dad.
- You are always going on strike.
- Thatcher is my Hero.
- I want to be a manager and my Uncle has told me don't have anything to do with the CWU because they are trouble makers.
- I got made redundant at my last job and the Union didn't do anything for me.
- I'm only here for the summer / winter.
- My beliefs' will not allow me to be in a trade union.

Summary sheet

Day Five

Discussion from a member of the Outdoor Department / Division or Branch on various issues that will involve delivery Members.

Activity: To discuss various issues that will involve delivery members and reps within the workplace.

Aims: To raise awareness of proposed changes to deliveries now and in the future.

Task: Discuss as a whole group with the PEC Member all issues that will have an effect on delivery members and CWU Reps

Resources: Workbooks, pens, paper

Summary sheet

Day Five

Course Review

Activity: Discuss any changes and amendments that may be needed for the course as well as what worked and didn't work.

Aims: To discuss the overall content of the course and further progression routes for future Education and Training courses.

Task: To discuss as a whole group with the PEC Member how the course went and what they would change if anything.

Resources: Pens, Paper, Workbook

Summary sheet

Summary sheet