



THE IATSE PRESIDENT & BUSINESS AGENT LINKEDIN LEARNING COLLECTION

was developed by the IATSE Education and Training Department for use by local union Presidents and Business Agents. This collection was created to assist Presidents and Business Agents in developing and improving professional skills relevant to their official duties. The featured courses also apply to local union Vice Presidents, Assistant Business Agents, and Field Representatives.

Each course has been vetted and approved by a member of the IATSE Education and Training Department to ensure that the content is applicable to the work of local union officers. The Collection is divided into three sections: “Running a Local,” “Representing Your Workers,” and “Being a Leader.” For newly elected officers, we recommend starting with “Running a Local” and then moving into specific topics. If you are a seasoned officer, you do not need to take courses in any order, you can pick topics that best suit your needs.



LinkedIn Learning subscriptions are free through the IATSE Training Trust Fund for active IATSE members and those working under IATSE agreements. We strongly encourage all IATSE workers to apply for a LinkedIn Learning account for access to free training that will help you to participate in the IATSE’s culture of continuous education.

For more information regarding your free LinkedIn Learning subscription please visit the IATSE Training Trust Fund website at: <https://www.iatsetrainingtrust.org/lil>. To find the IATSE recommended courses listed below, simply type “IATSE President & Business Agent Collection” into the LinkedIn Learning search bar.

RUNNING A LOCAL is a ton of work! Depending on the size of your union, you may have an office to maintain and hired staff to manage. If you’re a new officer coming from the craft, you may also have to adjust to working in an office setting, during office hours (and beyond). The following section has been split into three subparts: “*Technical Skills*,” “*Administrative Skills*,” and “*Time Management*.” Each subpart will include courses that will help you effectively manage your Local’s day-to-day activities. Some courses in this section were designed for a corporate audience, but many of the skills can be adapted to a union environment.



TECHNICAL SKILLS

WORKING WITH COMPUTERS AND DEVICES ♦ Garrick Chow ♦ 1 hour

43 minutes ♦ Using a computer is essential to your work as a local officer. A baseline understanding of basic computer functions is required to effectively run a local union. In this course, presenter Garrick Chow provides an introduction to basic computer literacy for all computers. Some of the examples provided are specific to Windows 10 computers, but the skills and competencies discussed can be applied to most devices.

MICROSOFT 365: CHOOSE THE RIGHT TOOL FOR THE JOB ♦ Nick Brazzi ♦ 36

minutes ♦ With so many applications on Microsoft 365, choosing which one to use can be difficult. In this course, presenter Nick Brazzi will teach you the difference between Microsoft 365 applications to help you determine which one is most suited to your task. Nick will also share some key features of the most popular applications, their pros and cons, and little-known effective tips for using them.

WORD ESSENTIAL TRAINING (MICROSOFT 365) ♦ David Rivers ♦ 2 hours 31 minutes

Microsoft Word is a powerful writing and editing tool that all union leaders should know how to use. If you are new to using Microsoft Word or just need a refresher, join David Rivers in exploring the ins and outs of this essential application. David shares best practices for using Word; how to format, organize, and proofread your Word document; and how to share and collaborate with others on Word.

POWERPOINT ESSENTIAL TRAINING (MICROSOFT 365) ♦ Jess Stratton ♦ 2 hours

30 minutes ♦ Learn how to use Microsoft PowerPoint to create, edit, and share professional-looking presentations. In this course, Jess Stratton shows how to get started with PowerPoint templates and themes or build a new presentation from scratch. By the end of the course, you'll have the tools to create clear, professional PowerPoint presentations for your local union.

EXCEL ESSENTIAL TRAINING (MICROSOFT 365) ♦ Dennis Taylor ♦ 2 hours 22

minutes ♦ Excel is an essential business tool for Presidents and Business Agents, but with dozens of courses to choose from it can be hard to know where to start. Dennis Taylor's Excel Essential Training (Microsoft 365) is an excellent resource because of its versatile nature. This course doubles as a great starting place for Excel beginners and a welcomed refresher for seasoned Excel users. Hands-on exercise files help to keep users engaged and at just over 2-hours, this course can be completed in one sitting.



ADMINISTRATIVE SKILLS

BUSINESS WRITING PRINCIPLES ♦ Judy Steiner-Williams ♦ 1 hour and

21 minutes ♦ This is a great starter course for anyone who wants to improve their business writing skills. Presenter Judy Steiner-Williams will teach you how to adapt your message to fit your audience and purpose by using 10 basic business writing principles. Additional topics include communicating clear and concise messages, and how tailoring your writing to “Scan Readers” can lead to better messaging outcomes.

WRITING FORMAL BUSINESS LETTERS AND EMAILS ♦ Tom Geller ♦ 36 Minutes

Do you know the difference between writing business letters and business emails? If you're unsure then this is the course for you! Presenter Tom Geller does a wonderful job of explaining the different language used when drafting business letters vs. emails. At just over 30 minutes, this short course is packed with information on how to format business letters and emails.

TIPS FOR WRITING BUSINESS EMAILS ♦ Dr. Daisy Lovelace ♦ 36 minutes ♦ Writing business emails can be daunting, but the longer you put off checking your inbox the larger it grows.

Improving your business email writing skills can help you stay ahead and communicate more effectively with your union membership and fellow officers. Join Dr. Daisy Lovelace as she shares effective tips on how to strengthen your email writing and editing skills.

LEADING PRODUCTIVE MEETINGS ♦ Dave Crenshaw ♦ 1 hour 1 minute ♦ Poorly organized meetings can be a waste of time. Learning how to lead more productive meetings is a useful skill that will help you save time and be a more effective officer. In this course, leadership coach Dave Crenshaw explores topics such as determining whether a meeting is necessary, how to create an agenda, keeping meeting minutes productive and on topic, taking minutes, completing action items, and more. While he doesn't cover "Robert's Rules" from a union perspective, Crenshaw does tell you how to inject order and efficiency into your meetings. The course also does not deal with Labor Law or Union Constitutions specifically, but the practical tips it supplies will provide you with a simple framework to run better meetings – from start to finish!

HIRING AN EMPLOYEE FOR MANAGERS ♦ Gabriella Parente ♦ 39 minutes ♦ Depending on the size of your local union, you may be tasked with hiring and onboarding new union staff. Taking on a manager role might feel strange but having a solid hiring process is key to your union's success. In this course, presenter Gabriella Parente will walk you through the hiring process and provide you with tips on how to find the right candidate for your workplace. Topics include defining your hiring goals, your legal responsibilities during the hiring process, interviewing candidates, and onboarding responsibilities.

ESSENTIAL LESSONS FOR FIRST TIME MANAGERS ♦ Dave Labowitz and Madecraft ♦ 1 hour 5 minutes ♦ Stepping into a management position can be intimidating, but whether you're a newly elected union officer or a seasoned leader, learning how to improve your management skills is imperative to running a successful local. In this course, leadership expert Dave Labowitz will teach you how to be a more effective manager. You will learn about the importance of possessing both management and leadership skills, how to improve your communication, tips to become a better listener, and methods on how to connect emotionally with your team.



TIME MANAGEMENT

PROVEN TIPS FOR MANAGING YOUR TIME ♦ Todd Dewett ♦ 16 minutes ♦

Give just 16 minutes of your day and learn how to make the most of your time! In this course, presenter Todd Dewett shares tips on time management that can help everyone feel more productive. Topics include productivity tools such as the "80/20 Rule," and the "Einstein Window." By using these tips, you will learn simple ways to change your entire schedule and allow for better productivity throughout your day.

IMPROVING YOUR FOCUS ♦ Dave Crenshaw ♦ 50 minutes ♦ You can do everything you put your mind to doing, but not at the same time. In this course, Dave Crenshaw provides strategies to avoid distractions and improve your focus both at work and in life. You will learn how to strengthen

concentration by organizing your digital and physical space and discover methods to help you stay on task and focused on what's most important to you.

GETTING THINGS DONE ♦ David Allen ♦ 30 minutes ♦ In this course, productivity expert David Allen reviews his five-step process for Getting Things Done®. Learn how to avoid feeling buried by work, organize your thoughts, and prioritize tasks that require your attention.

HOW TO SET GOALS WHEN EVERYTHING FEELS LIKE A PRIORITY ♦ Dorie Clark 15 minutes ♦ If you feel so bogged down with menial tasks that you're unable to accomplish anything meaningful, then this is the course for you. Fifteen minutes is all it takes for presenter Dorie Clark to share valuable advice on how to effectively prioritize your tasks. Learn how to incorporate well-known frameworks, including the "Eisenhower Matrix" and the "Pareto Principle" to gain clarity of purpose and help work towards your goals. This is the perfect course for busy union leaders looking to make the most out of their workday.

REPRESENTING YOUR WORKERS Local union officers are responsible for representing their workers. There is no one-size-fits-all approach to representing members, but this section aims to provide you with tools to help you hone this skill. The following section has been split into two subparts: "Communication, and "Negotiation." Some courses in this section were designed for a corporate audience, but many of the skills can be adapted to a union environment.

COMMUNICATION

IMPROVING YOUR LISTENING SKILLS ♦ Dorie Clark ♦ 29 minutes ♦ No one is born a "good listener." Listening is a learned skill you must develop and sharpen through practice. Join presenter Dorie Clark as she teaches us about the importance of careful listening, providing techniques we can use to hone this skill. Learning how to listen is key to making your union membership and colleagues feel respected and heard.



COMMUNICATING WITH CONFIDENCE ♦ Jeff Ansell ♦ 1 hour 16 minutes ♦ Does public speaking make you nervous? You're not alone! Join public speaking coach Jeff Ansell as he provides you with simple communication tools and strategies to help you communicate with confidence. In this course, you'll learn how to sound more confident, express yourself clearly, and get tips for overcoming anxiety.

INTERPERSONAL COMMUNICATION ♦ Dorie Clark ♦ 37 minutes ♦ Effective communication is key to running a successful local union, but this is easier said than done. In this course, presenter Dorie Clark will teach you strategies that can help you master your interpersonal communication skills. Topics include how to work through tricky situations, handle interruptions, respond to criticism, and more.

IMPROMPTU SPEAKING ♦ Todd Dewett ♦ 22 minutes ♦ In leadership positions impromptu speaking is inevitable. Whether you're addressing a difficult question at a membership meeting or giving a toast for a group of retirees there will be times in your career where you will have to make a clear, engaging speech on the spot. Join presenter Todd Dewett as he shares strategies on how to craft a strong impromptu statement, even when you have no time to prepare!

MANAGING YOUR ANXIETY WHILE PRESENTING ♦ Matt Abraham ♦ 25 minutes ♦ 85% of people feel nervous when communicating in high stakes situations. In this course, presenter Matt Abrahams investigates what causes people to feel nervous and shares some common anxiety tactics that aren't as helpful as you think. Learn simple and easy tricks you can use to manage the sources and symptoms of anxiety, and help you feel more confident in front of any audience.

GIVING AND RECEIVING FEEDBACK ♦ Gemma Leigh Roberts ♦ 48 minutes ♦ Giving and receiving feedback is a natural part of leadership as it aids professional growth and improves performance for all parties. Instructor Gemma Leigh Roberts shares how to give effective feedback, ask for feedback, and use the responses you receive as a tool to improve personal performance. These tips will help lead you into a cycle of continuous development, and a growth mindset that can propel your career and your relationships forward.

WRITING WITH IMPACT ♦ Tom Geller ♦ 1 hour 1 minute ♦ Do you want to move your workers to action? Maybe you need to sway the public in favor of your organizing drive. No matter the reason, learning how to write with impact is an important skill for Presidents and Business Agents. Join Tom Geller in learning how to use your audience to leverage your writing for maximum impact. Tom will also go through how to make long paragraphs easier to read, explain strategies for writing more effectively, and how to understand the way people read so you can get your point across quickly and efficiently.



NEGOTIATION The following courses explore topics related to negotiation and conflict resolution in a non-union setting. Although lacking a union context, the videos are informative and provide good tools that can be applied in a union setting.

NEGOTIATION SKILLS ♦ Chris Croft ♦ 2 hours 7 minutes ♦ Bargaining contracts, handling grievances, dealing with employers – all these situations call for strong negotiation skills – but being well-versed in common negotiation tactics can benefit all leaders in day-to-day life. In this course, presenter Chris Croft walks through all the phases of a negotiation, from start to finish.

NEGOTIATION FOUNDATIONS ♦ Lisa Gates ♦ 1 hour and 5 minutes ♦ Negotiation is a communication discipline, not a battle. Join presenter Lisa Gates as she demonstrates negotiation skills and how to use interest-based negotiation to generate win-win outcomes. Techniques discussed include asking diagnostic questions, anchoring, framing, and labeling – all of which can be used to help navigate difficult negotiation scenarios. This course does not focus on the typical

across-the-table negotiation that local leaders are used to, but it does provide skills and tactics that can be applied in everyday life and adapted during a traditional contract negotiation.

CONFLICT RESOLUTION FOUNDATIONS ♦ Lisa Gates ♦ 51 minutes ♦ Conflict is inevitable – how we manage it makes all the difference. In this course, presenter Lisa Gates teaches us how to navigate conflict, and ultimately achieve cooperation through a practical framework called “The Resolution Roadmap.” Using “real world” scenarios, Gates takes us through strategies for a productive conflict conversation. Tips on how to enhance listening skills and reframe problems are also discussed.

HOW TO RESOLVE CONFLICTS ♦ TJ Guttormsen ♦ 52 minutes ♦ Learn how to identify conflict and chart a path to resolution with instructor TJ Guttormsen. In this course, TJ shares how to mutually move from conflict to cooperation and finally, reconciliation. Topics include learning the three basic rules to help you navigate conflict, identifying underlying causes of conflict, conversational tips to help diffuse almost any situation, and more.

BEING A LEADER Strong leadership skills are what elevates someone from being a good union officer to a great one. There are many different leadership styles, and as you get more comfortable you will find the approach that work best for you and Local. This section will not teach you how to be a great leader, but it will provide you with tools to develop and hone your leadership skills. The following section has been split into two subparts: “Working with Teams,” and “Executive Functions.” Each subpart will include courses that will help you grow as a leader. Some courses in this section were designed for a corporate audience, but many of the skills can be adapted to a union environment.



WORKING WITH TEAMS

DEVELOPING YOUR EMOTIONAL INTELLIGENCE ♦ Gemma Leigh Roberts ♦ 1 hour ♦ Emotional intelligence is a fundamental leadership skill that can determine how you interact with others, build and maintain relationships, manage difficult situations, and much more. Thankfully, emotional intelligence is not a fixed skill – it can grow! Join executive coach Gemma Roberts as she explains what emotional intelligence (EQ) is, why it EQ so important, and ways to improve your EQ.

LEADING AND MOTIVATING PEOPLE WITH DIFFERENT PERSONALITIES

Kwame Christian ♦ 39 minutes ♦ Figuring out what drives peoples’ decisions and emotions is challenging, but not impossible. Join business lawyer Kwame Christian as he shares actionable techniques to help you lead and motivate people with different personalities. In this course, you will learn how to recognize and understand the varying personality traits of people you work with and methods to use these traits to lead your team more effectively.

TEAMWORK FOUNDATIONS ♦ Chris Croft ♦ 1 hour 25 minutes ♦ Unions are teams and being an effective team player is an essential skill for local union leaders. In this course, presenter Chris Croft reviews the qualities of effective teams and how to work with the different personalities on your team. Topics include understanding your own strengths and weaknesses, knowing what your role is, listening to others, communicating clearly, and how to be a supportive team member.

MANAGING TEAM CONFLICT ♦ Henna Inam ♦ 1 hour 10 minutes ♦ Effective teams don't avoid conflict, they learn how to manage it. Team conflict is inevitable and how a leader responds to conflict can make all the difference. In this course, presenter Hannah Inam provides tips and strategies to help you lead through conflict. Topics include how to resolve style differences, remain both assertive and cooperative amid a conflict, and leverage different conflict management styles to defuse tricky situations.

DEMONSTRATING ACCOUNTABILITY AS A LEADER ♦ Dr. Shirley Davis ♦ 15 minutes
No leader is perfect, and sometimes mistakes happen. What's important is how leaders' respond to making a mistake. Leadership accountability is essential to building trust and rapport with your fellow officers and members. Join Dr. Shirley Davis as she shares five behaviors for demonstrating accountability as a leader – Be Consistent, Take Ownership, Make Sound Decisions, Provide Feedback, and Communicate Effectively.



EXECUTIVE FUNCTIONS

PROBLEM SOLVING TECHNIQUES ♦ Chris Croft ♦ 1 hour 32 minutes ♦

Every day, leaders are tasked with addressing problems and identifying solutions, but getting to the root of the problem and generating lasting solutions can be tricky. In this course, presenter Chris Croft provides you with excellent tips and tools that leaders can use in everyday life to solve problems. You'll learn how to tap into the intuitive and logical sides of solving a problem, and how both fast and slow thinking can be beneficial. The Kepner-Tregoe process – a comprehensive skill to use in problem solving – is also addressed.

CRITICAL THINKING FOR BETTER JUDGEMENTS AND DECISIONS ♦ Becki Saltzman ♦ 56 Minutes ♦ Critical thinking is a vital skill that allows leaders and their teams to slow down and think through problems before making a decision. Join presenter Becki Saltzman as she prepares leaders to hone the critical thinking skills of their entire organization. Topics include upgrading critical thinking to avoid deceiving fallacies, spotting misleading cognitive biases, crafting better arguments, honing judgment, and improving decision-making.

DECISION-MAKING STRATEGIES ♦ Mike Figliuolo ♦ 47 minutes ♦ Big or small, decision making is a process. In this course, presenter Mike Figliuolo provides leaders with a framework to make smart and effective business decisions: Prepare – Decide – Communicate – Execute – Measure and Adjust. Topics include understanding the four styles of decision making, recognizing the four types of ambiguity, learning techniques for involving stakeholders when making decisions, and how to use a RACI matrix. Please keep in mind that local union leaders may have to consult their membership or local executive board before making certain decisions.

MAKING BIG GOALS ACHIEVABLE ♦ Dave Crenshaw ♦ 19 minutes ♦ Think of some goals you envision for your Local. Do you have plans to achieve them? In this course, presenter Dave Crenshaw shares a proven seven-step process, to help make goal achievement part of your plan. Learn how to simplify your goal achievement process, evaluate your progress, create accountability, and divide your time for the best outcome.

HOW TO MAKE STRATEGIC THINKING A HABIT ♦ Dorie Clark ♦ 34 minutes ♦ Set yourself up for success! Join presenter Dorie Clark in discovering how to make strategic thinking a habit. Find tactics for thinking strategically about upcoming tasks, as well as how to look at your past decisions to gather valuable insight. Dorie will also share how to change the way you approach your to-do list, leverage the power of place, and examine the root of your problems to devise a better strategy for success.

Check out other collections available through the IATSE/IATSE Training Trust Fund on LinkedIn Learning! Available collections include:

- ♦ IATSE Diversity, Inclusion, and Belonging Collections
- ♦ TTF Computer Essentials Collection
- ♦ IATSE Secretary-Treasurer Collection
- ♦ TTF Self Care Collection
- ♦ IATSE Financial Wellness Collection

And more!