

Rep Induction Programme

workbook



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My tasks

A checklist for new union reps

Drop your senior workplace rep a line to introduce yourself	<input type="checkbox"/>
Complete the 7 eBites that form the rep induction programme	<input type="checkbox"/>
Book in time with your local Accord officer and review your action plan	<input type="checkbox"/>
Obtain a list of members in your workplace from Accord HQ	<input type="checkbox"/>
Update your noticeboard in your workplace – for remote workers we have digital posters	<input type="checkbox"/>
Let members in your workplace know that you're their rep	<input type="checkbox"/>
Agree a regular catch-up with your manager to talk about how things are in your workplace	<input type="checkbox"/>
Complete your first health & safety inspection	<input type="checkbox"/>
Start having conversations with members and potential members about the union	<input type="checkbox"/>

Action plan

This is my plan of action

Thinking about everything covered in the eBites, what actions do you need to take? And thinking of the support you need, what actions do you need to take with different people?

My commitments

Key actions I'll be taking

Action plan continued

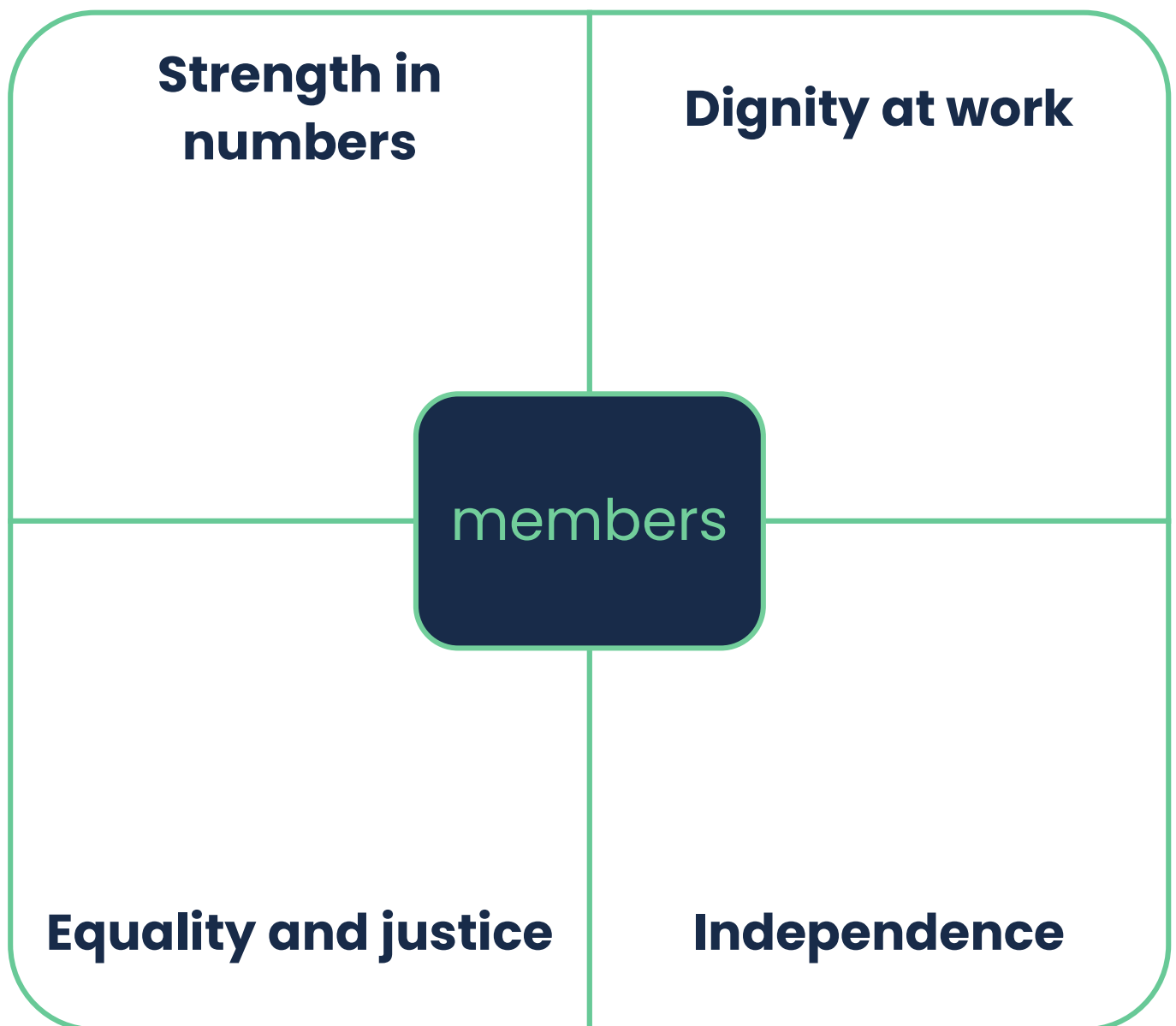
Collaborating

Your Accord officer	
Your manager / senior manager	
Other reps	
Accord HQ	
Members	

Accord values

Values in action

The values of Accord for the basis of how we work together for the good of our members. Living by these values will allow you to present yourself as a role model to members and the business. Thinking about these 4 areas, what do you think you can do, or what behaviours can you show, to put these values into action?



Jargon buster

Glossary of abbreviations

ACAS	
AGS	
Associate	
BAME	
BAU	
DLR	
GDPR	
Groups	
GS	
H&S	
HWA	
LGBT+	
MAG	
PEC	
RGM	
SEC	
TUC	
Union Time	

What the union does

The benefits of unions

What do union's do?

-
-
-
-
-
-

Why join a union?

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-
-
-
-
-

Accord's successes

-
-
-
-
-
-

Your stories

Make a note of stories you can use

The story of why I joined Accord:

A story about member support:

A story about a membership benefit:

A story about an Accord campaign:

What Accord does

About representation

Representation

Collective

-
-
-
-
-
-
-
-

Individual

-
-
-
-
-
-
-
-

My role

What I'll be doing

The activities of a union rep

- *File an online casework report after supporting a member* •
- •
- •
- •
- •

Three important issues in my workplace

-
-
-

What support do I need?

My Accord officer is:

- •
- •

What facility time will I need to carry out my duties?

Data protection

Match the descriptions

On the right you'll find descriptions relating to the handling of data. Match them with the correct item on the left.

<input type="checkbox"/> Data breach	A A password that contains a mix of letters, numbers, and special characters. It can't easily be guessed.
<input type="checkbox"/> Data processor	B Permission from an individual to use their data for specific purposes such as email updates.
<input type="checkbox"/> Sensitive information	C A request from an individual for data that we hold on them, including how we use that data.
<input type="checkbox"/> Retention	D Information that has greater legal protection such as race or trade union membership.
<input type="checkbox"/> Consent	E The loss of a device, data disclosed to someone that it shouldn't have been, or data left unattended.
<input type="checkbox"/> Secure password	F The UK legislation that ensures individuals and their data are protected and incorporates GDPR.
<input type="checkbox"/> DSAR	G The amount of time required to keep certain pieces of data. We must only keep data for as long as is necessary.
<input type="checkbox"/> Data Protection Act	H Processes personal data on behalf of the data controller. Can be a third-party external to the organisation.

Conversations

Making conversations count

What does a bad discussion look like?

What might make for a better discussion?

Retaining members

What can I do to help?

Why members might consider leaving Accord?

-
-
-
-
-
-

What can you do to prevent them getting to this point?

-
-
-
-
-
-

What actions are you going to take?

-
-
-
-
-
-

Where can I go for support?

-
-
-
-
-
-

Objection handling

Use this space to make notes

Objections	Useful response

It's time to talk

Having meaningful conversations

My five key messages/statements

- 1.
- 2.
- 3.
- 4.
- 5.

Challenges	How to overcome them

Communication

Communicating effectively

What does effective communication look like?

-
-
-
-
-

Barriers	How to overcome them

Building engagement

My areas of focus

I'll build engagement in my workplace by:

What methods do you plan on using, and for what purposes?

Are there any obvious areas to tackle?

How can I tackle these?

Safety concerns

What are the risks in your workplace?

The obvious

-
-
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The hidden

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-
-
-
-
-

Non-traditional

-
-
-
-
-
-

Do you know who to report concerns to?

The responsible manager is:



accord