**Rep Induction Programme**

**workbook**



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# My tasks

## A checklist for new union reps

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| **Drop your senior workplace rep a line to introduce yourself** |

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| **Complete the 7 eBites that form the rep induction programme** |

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| **Book in time with your local Accord officer and review your action plan** |

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| **Obtain a list of members in your workplace from Accord HQ** |

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| **Update your noticeboard in your workplace – for remote workers we have digital posters** |

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| **Let members in your workplace know that you’re their rep** |

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| **Agree a regular catch-up with your manager to talk about how things are in your workplace** |

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| **Complete your first health & safety inspection** |

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| **Start having conversations with members and potential members about the union** |

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# 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** |  |

# Notes

## Use this space to make notes

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# History notes

## Use this space to make notes

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# 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** |  |
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# What the union does

## The benefits of unions

***What do union’s do?***

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***Why join a union?***

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***Accord’s successes***

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# Testimonial notes

## Use this space to make notes

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# 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

# Rep videos

## Use this space to make notes

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# My role

## What I’ll be doing

***The activities of a union rep***

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| --- | --- |
| * *File an online casework report after supporting a member* |  |
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***Three important issues in my workplace***

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***What support do I need?***

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| --- | --- |
| ***My Accord officer is:*** | |
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***What facility time will I need to carry out my duties?***

# Listening exercise

## Use this space to make notes

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# 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.

|  |  |
| --- | --- |
|  | **Data breach** |

|  |  |
| --- | --- |
| **A** | **A password that contains a mix of letters, numbers, and special characters. It can’t easily be guessed.** |

|  |  |
| --- | --- |
|  | **Data processor** |

|  |  |
| --- | --- |
| **B** | **Permission from an individual to use their data for specific purposes such as email updates.** |

|  |  |
| --- | --- |
|  | **Sensitive information** |

|  |  |
| --- | --- |
| **C** | **A request from an individual for data that we hold on them, including how we use that data.** |

|  |  |
| --- | --- |
|  | **Retention** |

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| --- | --- | --- |
| **D** | **Information that has greater legal protection such as race or trade union membership.** | **Collection of reps and/or members with a common purpose or goal**  **f** |

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| --- | --- |
|  | **Consent** |

|  |  |  |
| --- | --- | --- |
| **E** | **The loss of a device, data disclosed to someone that it shouldn’t have been, or data left unattended.** | **Collection of reps and/or members with a common purpose or goal**  **f** |

|  |  |
| --- | --- |
|  | **Secure password** |

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| --- | --- | --- |
| **F** | **The UK legislation that ensures individuals and their data are protected and incorporates GDPR.** | **Collection of reps and/or members with a common purpose or goal**  **f** |

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|  | **DSAR** |

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| **G** | **The amount of time required to keep certain pieces of data. We must only keep data for as long as is necessary.** | **Collection of reps and/or members with a common purpose or goal**  **f** |

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| --- | --- |
|  | **Data Protection Act** |

|  |  |  |
| --- | --- | --- |
| **H** | **Processes personal data on behalf of the data controller. Can be a third-party external to the organisation.** | **Collection of reps and/or members with a common purpose or goal**  **f** |

# Notes – Data security

## Use this space to make notes

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# Conversations

## Making conversations count

***What does a bad discussion look like?***

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***What might make for a better discussion?***

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# Retaining members

## What can I do to help?

***Why members might consider leaving Accord?***

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

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***What actions are you going to take?***

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***Where can I go for support?***

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# Objection handling

## Use this space to make notes

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| **Objections** | **Useful response** |
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# It’s time to talk

## Having meaningful conversations

***My five key messages/statements***

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| **Challenges** | **How to overcome them** |
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# Communication

## Communicating effectively

***What does effective communication look like?***

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| **Barriers** | **How to overcome them** |
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# Engagement

## Use this space to make notes

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# 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***

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***Do you know who to report concerns to?***

***The responsible manager is:***

# Health & safety

## Use this space to make notes

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