



The 12th National Labor/Management Conference

Hyatt Regency • Chicago, IL • June 2–4, 2004



Program



The 12th National Labor/Management Conference

Hyatt Regency,
Chicago, IL
June 2-4, 2004



Dear Colleagues:

Welcome to the 12th National Labor-Management Conference.

Our goal for the Conference is to provide you with a preview of what to expect at the bargaining table and to offer new perspectives on the issues and on labor-management cooperation and collaborative problem solving. Our program will feature some 60 workshops and plenary sessions focusing on the topics that you as a business or union practitioner, attorney, advocate or neutral will find most helpful. Among our workshop topics are health care cost containment, work system design and change, and new approaches to conflict resolution, such as FMCS's new DyADS initiative. We have assembled an outstanding lineup of speakers with fresh ideas and innovative solutions to the problems that labor and management face today.

I personally am looking forward to joining my counterparts from the National Labor Relations Board, Chairman Robert J. Battista, and the National Mediation Board, Chairman Edward J. Fitzmaurice Jr., for a panel discussion Wednesday morning titled "Calling the Plays: Future Collective Bargaining Trends and Strategies." It is rare that the heads of our three agencies share a platform. Please join us for this opening plenary session for what I know will be an interesting and informative discussion.

Other highlights of our conference that you won't want to miss:

- Keynote speakers R. Thomas Buffenbarger, International President of the International Association of Machinists and Aerospace Workers, AFL-CIO; William J. Conaty, Senior Vice President, Corporate Human Resources, General Electric Company, and Bruce S. Raynor, President of UNITE, AFL-CIO;
- The Industrial Relations Research Association's (IRRA) National Policy Forum, featuring expert panels on issues and trends in the automotive, airline, aerospace, construction and telecommunications industries as well as the public sector;
- A major networking opportunity at the opening night reception at the Crystal Garden Room of the Navy Pier;
- And a special FMCS briefing to conclude the conference on Friday titled "Collective Bargaining in the 21st Century: Charting the Road Ahead Based on New Results from the FMCS National Collective Bargaining Survey" by Thomas Kochan and Joel Cutcher-Gershenfeld of the Sloan School of Management, Massachusetts Institute of Technology.

I look forward to meeting and speaking with many of you during this conference. In the months ahead, please don't hesitate to call us at the FMCS whenever you believe our assistance can be helpful.

Sincerely,

Peter J. Hurtgen
Director

FMCS
Federal Mediation & Conciliation Service
2100 K Street, NW
Washington, DC 20427

CONFERENCE SCHEDULE

Wednesday, June 2

8:15–9:00 a.m.	Coffee & breakfast pastries
9:00–10:15 a.m.	Opening Session
10:15–10:45 a.m.	Break
10:45–12:00 p.m.	Concurrent Sessions 1–8
12:15–2:00 p.m.	Luncheon
2:30–3:45 p.m.	Concurrent Sessions 9–16
3:45–4:15 p.m.	Break
4:15–5:30 p.m.	Concurrent Sessions 17–24
6:30–9:30 p.m.	Reception at Navy Pier's Crystal Garden

Thursday, June 3

9:00–10:15 a.m.	Breakfast in General Session
10:15–10:45 a.m.	Break
10:45–12:00 p.m.	Concurrent Sessions 25–33
12:15–2:00 p.m.	Luncheon
2:15–3:30 p.m.	Concurrent Sessions 34–42
3:30–4:00 p.m.	Break
4:00–5:15 p.m.	Concurrent Sessions 43–50

Friday, June 4

9:00–10:15 a.m.	Concurrent Sessions 51–59
10:15–10:45 a.m.	Break
10:45–12:00 p.m.	Closing Session

Conference Networking Reception

The official conference reception will be held at the Crystal Garden Room of Chicago's famous Navy Pier on the shores of Lake Michigan. There will be ample time to meet old colleagues and make new friends, or simply enjoy the food and beautiful view while taking advantage of the Pier's shops and fun events.

The reception will take place from 6:30 p.m. until 9:30 p.m. on Wednesday, June 2. Chartered shuttle buses will begin leaving the Hyatt at 6:20 p.m. and continue to depart periodically until 7:45 p.m. Return shuttle service to the hotel will run from 7:45 p.m. until the reception ends. Weather permitting, attendees may also walk to the Pier which should take about 15–20 minutes. Business attire is suggested for the reception, which will feature live music, plentiful hors d'oeuvres, and cocktails.

WEDNESDAY MORNING

1. Cultural Renewal Through the Change Process

Regency C

An entertaining yet insightful discussion about how to implement and manage change while overcoming its resistance.

Moderator: *Bob Ditillo, FMCS, Pittsburgh, PA*

Presenter: *Gordon Graham, Gordon Graham & Company, Inc., Bellevue, WA*

2. IRRRA National Policy Forum—PUBLIC SECTOR

Regency D

High profile disputes between state and local government employers and their unions have generated new approaches to shaping and funding wage and benefit packages that must meet with the approval of employees and elected taxing bodies. The expert panel will examine some real-life situations and offer lessons on what worked and what didn't.

Moderator: *F. Donal O'Brien, FMCS, Chicago, IL*

Panelists:

Deborah Lynch, Chicago Teachers Union, Chicago, IL

Charles P. Rose, Board of Education, Chicago, IL

Anthony Zumbolo, New York State Public Employment Relations Board, New York, NY

3. User-Friendly Arbitration: Making the Process Serve the Parties

Columbus C/D

A panel of arbitrators discuss how parties can take better control of the arbitration process and improve their relationships, while resolving disputes effectively and resisting the legal formalization of the arbitration process.

Moderator: *Steve Fisher, FMCS, Houston, TX*

Presenters:

Donn J. Berry, South Weymouth, MA

Marcia Greenbaum, Essex, MA

Tia Schneider Denenberg, Red Hook, NY

4. Show Me the Money: Costing the Labor Agreement

Columbus E/F

For those suffering from numbers crunch, a basic explanation of how to determine the cost of economic proposals of a labor agreement.

Moderator: *Ed Garrow, FMCS, Syracuse, NY*

Presenter: *Moirra J. Kelly, Kelly Consulting, LLC, New Berlin, WI*

5. A Medical Cost Reference Guide for Health Care Cost Campaigns

Columbus K/L

A comprehensive overview of the trends in health care costs and cost allocation in unionized environments.

Moderator: *Beth Schindler, FMCS, Seattle, WA*

Presenter: *Christopher J. Blass, Blue Cross and Blue Shield Association, San Francisco, CA*

6. Workplace Dispute Systems Designs: A Look at Current Innovative Practices

Columbus I/J

An overview of dispute resolution systems and examination of the new Dynamic Adaptive Dispute System (DyADS) approach that enables labor and management to collaboratively develop a dispute resolution system that complements their collective bargaining agreement.

Moderator: *Glen Reed, FMCS, Baton Rouge, LA*

Presenter: *Arthur Pearlstein, FMCS, Washington, DC*

7. Implementing a High Performance Work Organization Partnership Process

Columbus G/H

An overview of the IAM process and a detailed look at the uses of technology (software and computers) that are used to assist the change process in the workplace.

Moderator: *Gary Lisiecki, FMCS, Milwaukee, WI*

Presenter: *Jim Reid, IAMAW, Upper Marlboro, MD*

8. Matching Workplace Architecture and Organizational Strategies to Compete in a Changing Global Economy

Acapulco

How to develop workplace architecture (systems, processes, culture and communication) to build an organization based on a shared vision of how the organization should be, rather than how it is.

Moderator: *Barbara Rumph, FMCS, St. Louis, MO*

Presenter: *Daniel F. Jennings, Texas A&M University, College Station, TX*

WEDNESDAY EARLY AFTERNOON

9. 30 Years of Progress: An Overview of Change in the Workplace Since 1974 and Lessons Learned for Tomorrow

Regency C

An analysis of lessons learned in the successful implementation of labor-management efforts over the last thirty years and how those lessons can lead to competitive advantages.

Moderator: *Scott Blake, FMCS, Philadelphia, PA*

Presenter: *Thomas Schneider, Restructuring Associates, Inc., Washington, DC*



Vito Falomiano

10. IRR National Policy Forum—AUTOMOTIVE

Regency D

With the conclusion of negotiations by automakers and the UAW, this panel of experts will explore the implications of the new contracts for labor-management collaboration that impact automotive manufacturers as well as other organizations.

Moderator: Harry Katz, Cornell University, Ithaca, NY

Panelists:

Linda Ewing, Director of Research for the United Auto Workers (UAW), Ann Arbor, MI

Arthur Schwartz, General Motors, Ann Arbor, MI

11. The FMCS Arbitration Program

Columbus C/D

The Director of the FMCS Arbitration Program will provide participants with information on using the FMCS Arbitration Roster, including electronic filing. The workshop will also give participants information on how to become a labor arbitrator.

Moderator: Tim Bower, FMCS, South Bend, IN

Presenter: Vella Traynham, FMCS, Washington, DC

12. The Ethical Structure of ADR in a Changing Economy

Columbus E/F

An examination of the ethical fault lines in tripartite and centralized labor relations.

Moderator: Lou Manchise, FMCS, Cincinnati, OH

Presenter: Frank X. Quinn, FXQ Group, Ft. Worth, TX

13. Bargaining for Public Sector Integrity in D.C.

Columbus K/L

A five-year cooperative effort that has created 35 agency-level joint committees in an effort to improve public services as an alternative to privatization and managed competition.

Moderator: Ernie Belton, FMCS, Minneapolis, MN

Presenters:

Al Bilik, James Ivey, Geo Johnson, AFSCME, Washington, DC

Eric Bunn, AFGE, Washington, DC

Jo Ellen Gray, Mary Leary, DC Government, Washington, DC

Elliott Susseles, The Segal Company, Washington, DC

14. Can the FMCS Institute Fill Your Conflict Training Needs?

Columbus I/J

You CAN find customized conflict management and labor relations training to meet your needs through the FMCS Institute. This workshop showcases these options in detail and the Institute's highly experiential training approach.

Moderator: Roger Hendrix, FMCS, St. Louis, MO

Presenter:

Gary Hattal, FMCS, Seattle, WA

15. Engineering for Commitment: Socio-Technical Work Design and Lou Davis

Columbus G/H

A vivid and lively video presentation of the late UCLA Professor Louis E. Davis' socio-technical approach to work and organizational design that has influenced the evolution of high performance work systems in North America, Europe and Australia since 1960. Several compelling case examples with commentary from managers and union leaders are included.

Moderator: Don Ellenberger, FMCS, Columbus OH

Presenter: Joel Fadem, Potomac Consulting, LLC, Rehoboth Beach, DE

16. Working Together to Meet Challenges in the Construction Industry

Acapulco

A combined session featuring presentations on how contractors and trade unions have joined forces in regional areas to increase market share and improve their image in response to markets plagued by tight competition.

Moderator: Larry Sedrowski, FMCS, Peoria IL

Presenters:

John Porada, Loree Soggs, Robert Verhoff, Union Construction Industry Project, Cleveland, OH

Dave Demmin, Dennis Higdon, Ginger Johnson, TRICON, Peoria, IL

WEDNESDAY LATE AFTERNOON

17. From Vinegar and Thorns to Wine and Roses: How Gallo Wines and other Agencies Recovered and Grew Stronger from Labor-Management Conflict

Regency C

Using Gallo Winery as a case study, this workshop explores how and why labor-management alliances fail, the limited strategies and methodologies used to resolve conflict, and the tools needed to repair and sustain these partnerships in the future.

Moderator: Lydia Baca, FMCS, Oakland, CA

Presenters:

Jeff Breseman, E&J Gallo Winery, Sacramento, CA

Neil Bodine, Center for Collaborative Solutions, Sacramento, CA

Sue Oszewski, SEIU Local 890, San Francisco, CA

18. IRR National Policy Forum — TELECOMMUNICATIONS

Regency D

An expert panel will discuss how mergers and joint ventures in a period of intensifying competition in the telecommunications industry have impacted upon companies and employees in the two decades since the breakup of the Bell System.

Moderators/Panel Chairs: Rose Batt, Cornell University and Jeffrey Keefe, Rutgers University

Panel Chairs:

Rickford Bradley, Cingular Wireless, Atlanta, GA

George Kohl, CWA, Washington, DC

Jack Navarro, Verizon, New York, NY

Curt Waldron, Verizon, Atlanta, GA

WEDNESDAY, JUNE 2, 2004

19. Drafting the Effective Arbitration Clause for Your Collective Bargaining Process

Columbus C/D

This session will address best practices in drafting effective arbitration clauses for labor agreements. It will also offer tips on how to deal with the statutory rights of individual employees.

Moderator: Darlene Chavers, FMCS, Columbus, OH

Presenters:

Sarah Cole, Columbus, OH

Ron Kramer, Chicago, IL

David Larson, St. Paul, MN

Wallace Rudolph, Celebration, FL

20. Improving the Image of State Government and Its Employees

Columbus E/F

A review of the efforts of the State of Rhode Island and its unions to address workforce diversity, communications, funding, and the image of state government and its employees.

Moderator: Paul Chabot, FMCS, Providence, RI

Presenter: Beverly Dwyer, Rhode Island Division of Human Resources, Providence, RI

21. Permanent Changes at Kaiser Permanente Through Partnerships

Columbus K/L

The Permanente Medical Group and Local 250, Service Employees International Union, significantly reduce costs and lay the groundwork for on-going joint planning, problem-solving and work redesign through an interest based process that features both broad engagement and minimal time away from work.

Moderator: Pam DeSimone, FMCS, Santa Ana, CA

Presenters:

Larry Nathan, Steven Stricker, Sandy Rusch, The Permanente Medical Group Napa Solano Service Area, Vallejo, CA

Charles Huggins, Associate Restructuring Associates Inc., Washington, D.C.

Jason Motsick, SEIU Local 250, Oakland, CA

22. A Problem Solving Imperative for Labor-Management Committees

Columbus I/J

To be effective, all problem solving models need to start with properly framing the issue. This workshop will present the essential actions needed for effective problem solving.

Moderator: Lu-Ann Glaser, FMCS, Harrisburg, PA

Presenter: Kurt Saunders, FMCS, Washington, D.C.

23. Developing a Regional Workforce Through Communities and Schools Together

Columbus G/H

Communities and Schools Together (CAST) joins schools, employers and unions in implementing a regional workforce development agenda.

Moderator: Jack Sweeney, FMCS, Iselin, NJ

Presenters:

Cindy Gunther, Alliant Energy Company, Dubuque, IA

Greg Krausman, UAW Local 94, Dubuque, IA

Kelly Cooper, Charles Isenhardt, Dubuque Area Labor Management Council, Dubuque, IA

24. Area Labor-Management Committees: Can They Survive?

A discussion of how a labor-management committee can impact a community's economic development, labor-management training, health care costs, safety and media perception in an effort to ensure its survival.

Moderator: Mitch Franklin, FMCS, Minneapolis, MN

Presenters:

Jack Ezell, Steven C. Korby, Mike Rainaldo, Tony Orman

Lake Superior Area Labor Management Association, Duluth, MN

THURSDAY, JUNE 3, 2004

THURSDAY MORNING

25. Interactive Crisis Simulation Training: A Collaborative Approach to Preventing Workplace Violence

Regency C

This highly interactive session explores methods for reducing violence and, more importantly, handling conflict, hostility and aggression before it escalates.

Moderator: Maureen Egan, FMCS, Chicago, IL

Presenters:

Richard Denenberg, Tia Schneider Denenberg, Mary Ellen Shea, Workplace Solutions, Red Hook, NY

26. IRRRA National Policy Forum — AEROSPACE

Regency D

This panel features vice presidents of Boeing and IAM as well as leading researchers in a discussion of the future of the industry.

Moderator: Joel Cutcher-Gershenfeld, MIT, Cambridge, MA

Panelists:

Jerry Calhoun, The Boeing Co., Seattle, WA

Morris Kleiner, University of Minnesota, Minneapolis, MN

Bob Thayer, IAM, Upper Marlboro, MD

27. Labor Arbitration vs. Employment Arbitration: What Are The Differences?

Columbus C/D

These experienced arbitrators will discuss the noticeable distinction in how labor and employment arbitration differ.

Moderator: David Born, FMCS, Chicago, IL

Presenters:

David Weinberg, FMCS, Oakland, CA

Lisa Salkovitz Kohn, Chicago, IL

28. Collaborative Approaches to the Global Nursing Shortage

Columbus E/F

A multidisciplinary panel focus on the issues that arise from this global problem and its implication for health care and labor relations.

Moderator: Carol Catanzariti, FMCS, Honolulu, HI

Presenters:

Edna Fermi, Advance Healthcare, Danbury, CT

Grace Flight, Bethel Health & Rehabilitation Center, Bethel, CT

James Gillece, Jr., McGuire Woods, LLP, Baltimore, MD

Josephine Miller, Teresa Yancey, Ascend Dispute Resolution Services, Danbury, CT

Cheryl Peterson, American Nurses Association, Washington, DC

29. Mission Impossible? Or Can the Organization's Culture Be Changed?

Columbus K/L

The workshop focuses on how collective bargaining partners can jointly address culture changes as part of a large-scale systemic transformation and the principles behind several real-world successful cultural changes.

Moderator: Conrad Bowling, FMCS, Orlando, FL

Presenters:

Kathy Church, Strategic Focus Associates, Charleston, SC

Pete Swanson, Carr, Swanson & Randolph LLC, Centreville, VA

30. The FMCS Youth Initiative: Reducing Youth Violence Through Conflict Resolution

Columbus I/J

This session offers a multimedia overview of the FMCS Youth Initiative, which it has successfully partnered in ten communities. This technology-based program helps high-risk communities mobilize existing resources toward violence prevention.

Moderator: John Pinto, FMCS, Pittsburgh, PA

Presenters:

Kathy Hanson, FMCS, Washington, DC

Jack Yoedt, FMCS, Pittsburgh, PA

31. Joint Efforts at Recruitment, Training and Retention in the Framework of Global Competition

Columbus G/H

A detailed discussion of the key elements involved in linking a comprehensive, industry-wide, resource-sharing strategy for outreach, recruitment, skills training and job placement.

Moderator: Kevin Hawkins, FMCS, Las Vegas, NV

Presenters:

Dave Connolly, Berit Eriksson, Archibald Morgan, Pacific Coast Maritime Labor-Management Consortium, Seattle, WA

32. FMCS and Its Role in Supporting Labor Standards

Toronto

A discussion of the role that international standards are playing in both multilateral and bilateral free trade agreements around the world, why US Government and international organizations are asking FMCS to provide technical assistance to promote the awareness and implementation of such standards, and the nature of assistance that FMCS provides.

Moderator: Denise McKenney, FMCS, Washington, DC

Presenter: David Thaler, FMCS, Washington, DC

33. How to Get Easy Money for Your Labor Management Committee

Acapulco

The director of the FMCS Grants Program will inform participants how to obtain a labor-management grant. There's still time to submit an application for this year's event.

Moderator: Juan Carlos Gonzalez, FMCS, Long Beach, CA

Presenter: Jane Lorber, FMCS, Washington, DC

THURSDAY EARLY AFTERNOON

34. Cultural Renewal Through the Change Process (Repeat of Session #1)

Regency D

Moderator: Bob Ditillo, FMCS, Pittsburgh, PA

Presenter: Gordon Graham, Gordon Graham & Company, Bellevue, WA

35. Sustaining a Labor-Management Partnership: Staying on the Leading Edge of Change

Regency C

In the face of increased competition from California's electricity market deregulation and a projected \$8 billion in debt service through 2020, the utility and its union have joined forces for survival.

Moderator: Juan Carlos Gonzalez, FMCS, Long Beach, CA

Presenters:

James Barham, Frank Miramontes, Susana Reyes, John Kokoska, Enrique Martinez, Dave Huff, Hal Lindsey, Los Angeles Department of Water and Power, Los Angeles, CA

Brian D'Arcy, IBEW Local 18, Los Angeles, CA

Joel Fadem, UCLA Institute of Industrial Relations, Los Angeles, CA

36. A Beleaguered State: Turning Around Kaiser Permanente's Ohio Region through Labor-Management-Physician Partnership

Columbus C/D

In the summer of 2003, Kaiser Permanente's Ohio Region embarked on an ambitious plan to engage labor, management and physicians in dialogue using a conference model as part of a massive turnaround strategy.

Moderator: Doug Corwon, FMCS, Cleveland, OH

Presenters:

Susan Mlot, Restructuring Associates, Inc., Washington, DC

Bill Rouse, KP Ohio Project, Pomona, CA

37. Changing the Face of the Nursing Home Industry

Columbus E/F

Created under the pressure of a severe nursing staff shortage and increased regulatory demands, the jointly developed "Home and Heart Program" focuses on the individual as a whole, rather than solely on the resident's health.

Moderator: Alan Langohr, FMCS, Minneapolis, MN

Presenters:

Cathy Hedley, Joyce Kirby, Darlene Millard, Audrey Morey
Sunnycrest Manor, Dubuque, IA

Jackie Bamberg, Barbara Callahan, Joe Henry, Carol Paul,
AFSCME Local 2843, Dubuque, IA

38. Motivating Change Through the High Performance Work Organization

Columbus K/L

Facing strong competition and expiring patents, labor and management leaders at ISP have dramatically changed their relationship and their plant's future. See how they have partnered to improve safety, productivity, and quality.

Moderator: Jim McMahon, FMCS, Memphis, TN

Presenter:

Becky Grohousky, Frank Stevens, ISP Chemicals, Inc., Calvert City, KY

Monty Newcomb, Robert Taylor, IAM Local 1720, Calvert City, KY

39. Life After Concession Bargaining: The Shift to Data-Driven Decision-Making

Columbus I/J

To avoid bankruptcy filing and despite strained relationships caused by concession bargaining, Air Canada and the IAM are trying to fight back together through Data-Driven Decision-Making.

Moderator: Gerry Hughes, FMCS, Chicago, IL

Presenters:

Ian Bruce, IAMAW, Dorval, Quebec, Canada

Ronald Elvidge, Air Canada, Montreal, Canada

40. Developing an Effective On-Line Approach to Knowledge Development

Columbus G/H

eLearning has not always been a big hit because many organizations fail to develop a comprehensive strategy and implementation policies that connect learning with the workplace and measure impact. This session will explore how a true Knowledge Development System can be beneficial to both Labor and Management and will examine a successful on-line case-study-based course in Arbitration.

Moderator: Valerie Barnett, FMCS, Chicago, IL

Presenters:

Carl Jenks, Purdue University, Calumet, IN

Raymond Elman, Cambria Consulting, Boston, MA

41. Innovations and Outlooks for Project Labor Agreements

Acapulco

A presentation of the hottest issues, trends and outlook for innovative Project Labor Agreements in the construction industry.

Moderator: Jerry Allen, FMCS, Oakland, CA

Presenters:

Jake Sloan, Davillier-Sloan, Inc., Oakland, CA

Meg Vasey, JoAnn Yoshioka, Port of Oakland, Oakland, CA

James Thomas, Community Representative, Oakland, CA

42. Alternative Methods of Conflict Resolution in Argentina

Toronto

The Argentine experience involving nine years of mediation of civil and commercial issues and six years of labor reconciliation.

Moderator: David Thaler, FMCS, Washington, DC

Presenters:

Juan Manuel Rinaldi, Nancy Vivian Lerzundi, Oscar Alberto Villar
Sindicato de Obreros Maritimos Unidos, Buenos Aires, Argentina

THURSDAY LATE AFTERNOON

43. Over the Horizon: Applying Lessons Learned to the 21st Century Workplace

Regency C

More than 100 years of real-world experience distilled by a former Secretary of Labor, immediate past Director of FMCS, creator of FMCS collaborative technology tools, present Chairman of the NMB and NMB's Chief of Staff for ADR Development and Technology. The panel will discuss changes in the workplace of the future and the application of new tools, including computer technology, to labor and management in the future.

Moderator: James Kinney, FMCS, Woodbridge, NJ

Presenters:

Ed Fitzmaurice, Dan Rainey, National Mediation Board
Washington, DC

Bill Usery, Richard Barnes, Michael Wolf, The Usery Center,
Atlanta, GA

44. IRRR National Policy Forum — AIRLINES

Regency D

As airlines fall in and out of bankruptcy, the industry has lost 100,000 jobs, parked planes in the desert, and watched government assume an increased role as regulator, banker and creditor. An expert panel will discuss the factors that are driving the chaos, and whether they represent economic cycles or the evolution of a new industry paradigm.

Moderator: Magdalena Jacobsen, Port Ludlow, WA

Presenters:

Jerrold Glass, Sr. V.P. US Airways, Arlington, VA

Seth Rosen, International Pilot Services Corp., Washington, DC

45. Arbitration Advocacy Workshop: The “Just Cause” Concept

Columbus C/D

This workshop will focus on the analytical framework surrounding the “just cause” concept and what arbitrators look for when deciding on a “just cause” claim.

Moderator: *Jim Bailey, FMCS, Portland, OR*

Presenters:

Amedeo Greco, Arbitrator, Madison, WI

Homer La Rue, Arbitrator, Columbia, MD

46. My Way or the Highway: Consensus Bargaining as an Alternative to Confrontation

Columbus E/F

The process and techniques used to move from a confrontational relationship to collaborative problem solving with significant results.

Moderator: *Mike Johaneson, FMCS, Denver, CO*

Presenters:

Ed Bielarczyk and Dennis McGilligan, Wisconsin Employment Relations Commission, Madison, WI

Frank Matel and Brad Karger, Marathon County, Wausau, WI

Phil Salamone and Little Joe Hernandez, AFSCME Council 40 and Local 326

47. Generating Social Capital Through Labor-Management Relationships

Columbus K/L

An exploration of lessons learned from cooperative efforts that tackle difficult fiscal issues by solving both internal and external problems.

Moderator: *Josh Flax, FMCS, Boston, MA*

Presenters:

Linda Kaboolian, Kennedy School of Government, Cambridge, MA

Allyne Beach, Public Sector Labor Management Committee, Washington, DC

48. Confronting the Health Care Cost Crisis Through Interest-Based Problem Solving

Columbus I/J

The efforts of construction contractors and two unions in Iowa to use the interest-based problem solving process to attempt to hold down health care costs.

Moderator: *Gilbert Escudero, FMCS, Miami, FL*

Presenters:

Dave Baker, IBT, Local 421, Dubuque, IA

Ed Cahill, FMCS, Cedar Rapids, IA

Thomas Flynn, Joseph Davis, The Flynn Group, Dubuque, IA

49. Plumbers and Contractors Working Together for Internet Training

Columbus G/H

The joint efforts of a plumbing industry council and its union to train union members in computer technology and its resulting success stories.

Moderator: *Tom Summers, FMCS, Chicago, IL*

Presenter: *Edward Hertenstein, University of Illinois, Champaign, IL*

50. A 21st Century Approach to Resolving Issues Concerning Employee Invention Rights

Acapulco

The workshop will discuss the law concerning invention rights and its impact on competitiveness, fairness and costs to American ingenuity.

Moderator: *Bill McFadden, FMCS, Baltimore, MD*

Presenter: *Neal Orkin, Drexel University, Philadelphia, PA*

FRIDAY, JUNE 4, 2004

FRIDAY, MORNING

51. Growing the Pie in a Shrinking Economy: The Tropicana Story

Regency C

A video documentary followed by a panel discussion on the impact of globalization on the orange juice industry and the highly participative, interest-based negotiations process adopted by the parties.

Moderator: *Sergio Delgado, FMCS, Orlando, FL*

Presenters:

Gary Baker, Ron Rivers, Teamsters Local 173, Bradenton, FL

Terry Flynn, Odyssey Consulting Group, Syracuse, NY

Bill Woolston, Don Gugliuzza, Tropicana-Division of PepsiCo Beverages and Foods, Bradenton, FL

52. IRRA National Policy Forum — CONSTRUCTION

Regency D

An expert panel examination of this industry’s mechanisms for the unencumbered movement of employees between small employers while providing apprenticeship training, safety programs, health and pension benefits and support for the performance of fund participants.

Moderator: *James Platner, Center to Protect Workers’ Rights, Silver Spring, MD*

Panel Chair:

Buck Cameron, Center to Protect Workers’ Rights, Seattle, WA

Chuck Bailey, Building Trades Labor-Management Organization of Washington State, Olympia, WA

Mary Vogel, Massachusetts Labor-Management Construction Safety Alliance, Boston, MA



FRIDAY, JUNE 4, 2004

53. The FMLA, Collective Bargaining and Attendance Plans

Columbus C/D

This session will focus on the Family Medical Leave Act (FMLA) and how the courts and arbitrators are dealing with FMLA issues in a unionized setting.

Moderator: *Dan O'Leary, FMCS, Chicago, IL*

Presenters:

Marty Malin, Kent College of Law, Chicago, IL

Jeanne Vonhof, Arbitrator, Chicago, IL

54. Joint Labor-Management Strategies for Dealing with Health Care Costs, Quality and Access

Columbus E/F

A comprehensive joint approach to influence the quality and efficiency of health care while rooting out waste and inefficiency and its impact on collective bargaining.

Moderator: *Jeanne Frank, FMCS, Minneapolis, MN*

Presenters:

J. B. "Sean" Kenney, Jim Hansen, Gary Thaden, William Ecklund, The Labor Management Health Care Coalition of the Upper Midwest, Minneapolis, MN

55. Transitioning to a Trust-Centered Workplace

Columbus K/L

A presentation on how to create and foster a trust-based work environment that focuses on teamwork and responsibility.

Moderator: *Dan Curry, FMCS, Kalamazoo, MI*

Presenters:

Keith Ayers, Integro Leadership Institute, Philadelphia, PA

Denny Macha, HPower and Associates, LLC, Muskegon, MI

56. Growing Pineapples, People and Diversity in the Philippines

Columbus I/J

In response to fierce global market competition, these companies reinvented their labor-management relationships, established a performance-based culture, and enhanced employee development.

Moderator: *Gene Bralley, FMCS, St. Louis, MO*

Presenter:

Joe MP Buot, Marybeth Monis, SPI Technologies, Inc., Paranaque City, Philippines

Cecilia Lactao Real, Del Monte, Inc., Philippines

57. Making Interagency Alternative Dispute Resolution Processes Work

Columbus G/H

The evolution of a public sector alternative dispute resolution system that serves as an adaptable model for the private sector.

Moderator: *Kathleen Erskine, FMCS, Seattle, WA*

Presenters:

Kathi Oglesby, King County Government, Seattle, WA

Rick Ogelsby, FMCS, Seattle, WA

Michael Walsh, Inter-Local Conflict Resolution Group, Seattle, WA

Gary Hattal, FMCS, Seattle, WA

58. Leadership in Crisis: Restoring Ethics and Effectiveness in Corporate and Union Leaders

Acapulco

Recent scandals have eroded the credibility of corporate and union leaders. This interactive workshop will present a case study and survey to show that there are ways to regain credibility at the top and effectiveness throughout the organization.

Moderator: *Peggy McNeive, FMCS, Kansas City, MO*

Presenter:

Bob Jacobi, Labor-Management Council of Greater Kansas City, Kansas City, MO

59. A Problem Solving Imperative for Labor-Management Committees (Repeat of session #22)

Toronto

Moderator: *Lu-Ann Glaser, FMCS, Harrisburg, PA*

Presenter: *Kurt Saunders, FMCS, Washington, DC*

Participating Organizations

- Industrial Relations Research Association (IRRA)
- Chicago-Kent College of Law, Illinois Institute of Technology

Contributing Organizations

- Institute of Labor and Industrial Relations, University of Illinois at Urbana-Champaign
- Society of Federal Labor and Employee Relations Professionals (SFLERP)
- Mediation Research & Education Project, Inc. Northwestern University Law School



Please indicate your professional affiliation:

- Academic
- Private Sector Management
- State/Local Government Management
- Private Sector Labor
- Federal Management
- Neutral
- Federal Labor
- State/Local Government Labor
- Other (specify) _____

In general, how would you evaluate the general session speakers?

- (POOR) (EXCELLENT)
- 1 2 3 4 5 6 7 8 9 10

In general, how would you evaluate the workshop sessions?

- (POOR) (EXCELLENT)
- 1 2 3 4 5 6 7 8 9 10

What was your overall opinion of the conference?

- (POOR) (EXCELLENT)
- 1 2 3 4 5 6 7 8 9 10

Have you attended any of the eleven prior National Labor Management Conferences?

- Yes No

If "Yes," how did this one compare to the others?

- This was better This was not as good About the same

Why was this conference better or worse?

Any suggestions as to how we could improve a similar conference in the future?

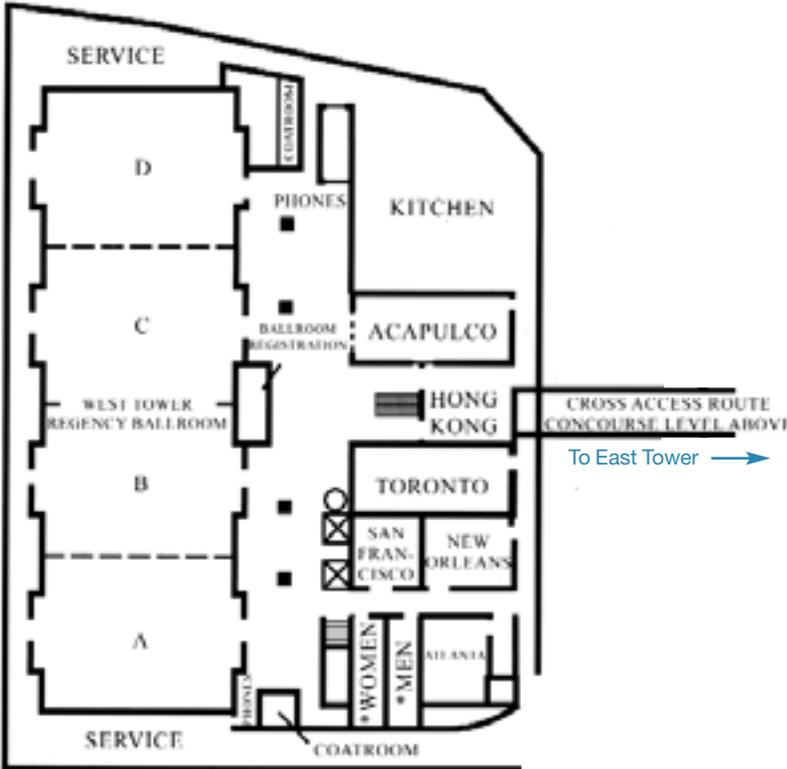
Any aspects we should be sure to continue/discontinue?

Was attending this conference worth your time and expense? Yes No

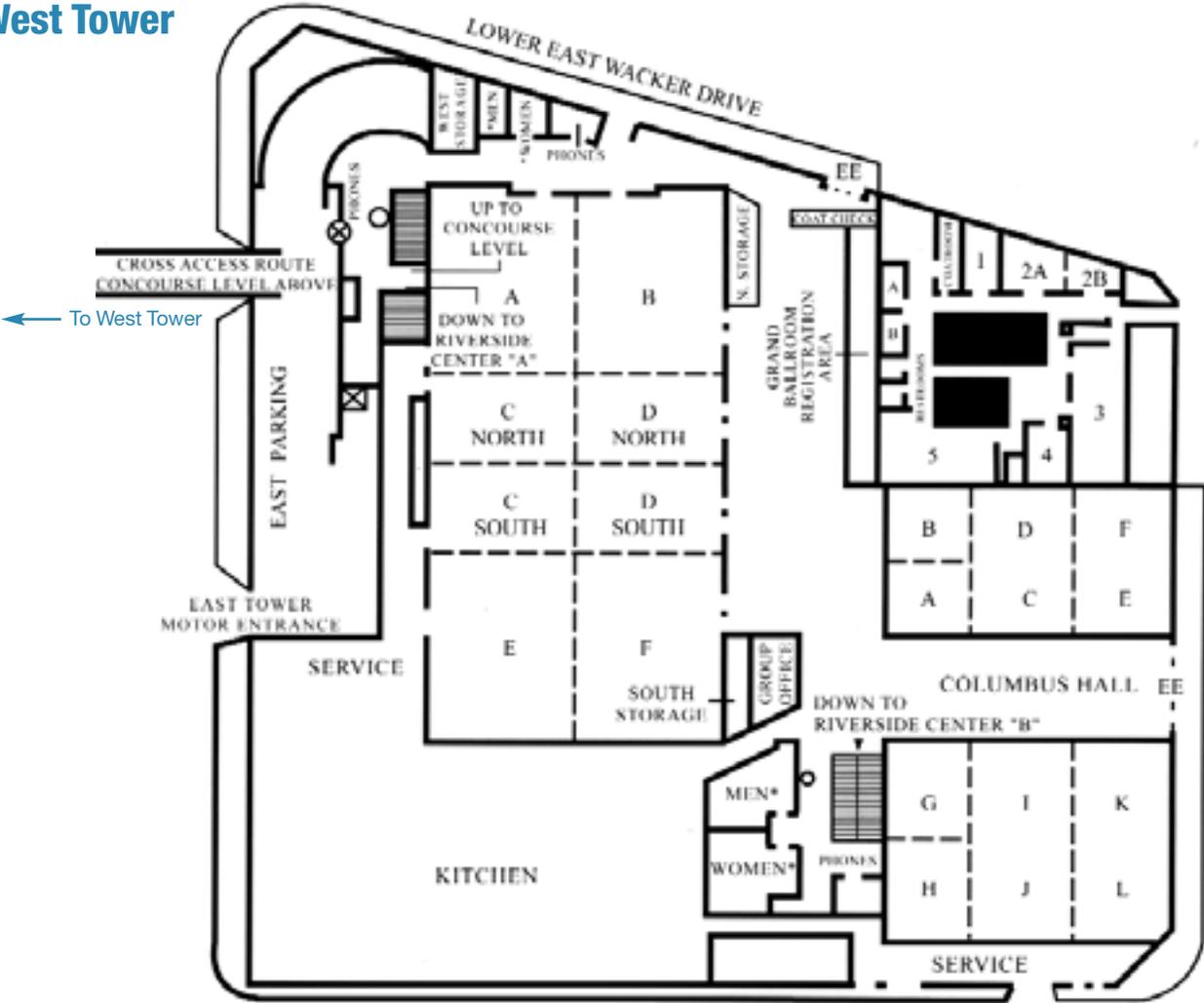
HYATT REGENCY HOTEL Conference Center



Hyatt Regency Hotel Lobby



West Tower



East Tower