



Canadian Labour Congress
Congrès du travail du Canada

Labour Programs & Services
United Way of London & Middlesex

Labour Community Advocate/ Referral Agent Training Program LEVEL TWO – FALL 2011

The Labour Community Advocate Program (formerly the Union Counselling Program) will equip you with the tools you need to get your members the help they need.

You will gain:

- Increased knowledge of community resources and services
- 'Information and referral' and confidentiality skills
- Increased listening and communication skills

You will be better able to:

- Help your members over and above what is provided in the Collective Agreement
- Link your members to the most appropriate help needed when facing personal and family issues

Session	Date	Topic
1	October 4	Review of Level 1
2	October 11	Community Advocates - At work and in the Community
3	October 18	Caring for Ourselves
4	October 25	Time Management
5	November 1	Conflict Resolution
6	November 8	Loss and Grief
7	November 15	Harassment and Bullying
8	November 22	When the Paycheque Stops - layoffs and closures
9	November 29	Financial and Credit Counselling/ wrap up

All sessions are from 6:30 - 9:30 p.m.
Sessions will be held at United Way and various locations, including agencies.

REGISTER

Send the completed registration form and cheque (\$150) to United Way.
Questions? Contact Sharon Lupton at 519-438-1723 ext. 232 or slupton@uwlondon.on.ca

*****NOTE: Level 1 is a prerequisite for Level 2**

Registration Deadline: September 27, 2011

409 King Street, London, Ontario, N6B 1S5

Ph: 519-438-1721 • Fx: 519-438-9938

www.uwlondon.on.ca • uw@uwlondon.on.ca

Union Counselling/ Referral Agent Training Program

REGISTRATION FORM

<input type="checkbox"/> Level 2	<input type="checkbox"/> \$150 enclosed
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*Please make cheque payable to 'United Way'

Today's date: _____

Participant's name:	
Phone number:	Email:
Address:	
Union name and local:	
Employer name:	

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