

13th Biennial Conference 2026



Education Report

Item 9

Presented by Carol Scheffer

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Introduction

- Training and Development is a continued and sustained investment by the union.
- The challenges of being a representative require tailored skills from the union to effectively carry out their role.
- The CWU Education Committee has developed training routes and courses as part of our education initiatives.
- We have a range of courses which assist members from grass roots level upwards to become active in the union and develop representative skills through our training.
- We must have a strategic plan to support development and long-term planning for future union activists.

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Union Training & Progression



To ensure that we have a clear path for progression in the union for all levels of experience



To plan for the development of future activists



To ensure knowledge transfer from more established activists

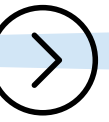


To be flexible to training activists outside our core areas



To provide more relevant training to those already in our core areas

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Unionlink Under Review



HOME ABOUT CWU ▾ WHY JOIN? MEMBER AREA ▾ CA

[Committee Course 2025](#)

Course Materials

[Committee Training: 29th October 2025](#)

[Branch Secretary Stage 1 Course: 13th – 15th May & 20th -21st May 2025](#)

[Chairpersons Course: 8th to 10th April 2025](#)

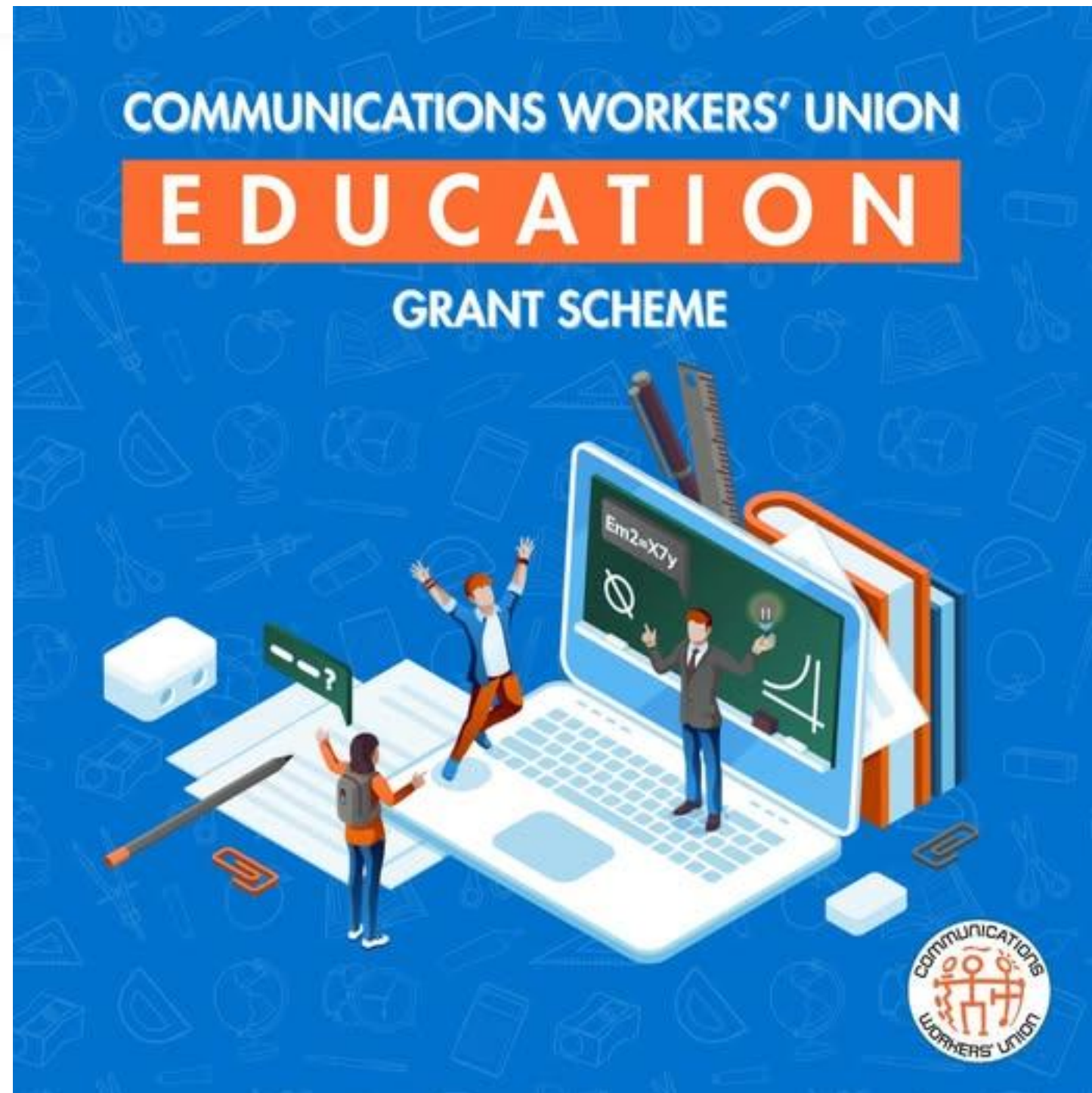
[Treasurers Course: 28th May 2025](#)

[Branch Officers' Course: 29th May 2025](#)

[Equality Reps Course: 04th June 2025](#)



Education Grant Scheme is Open



The grant scheme made up of the following four categories:

1. Gaeltacht Awards
2. Second Level Awards
3. Third Level Education Awards
4. Primary School Awards

Forms are available online

- Closing date: **Thursday, June 4th, 2026**

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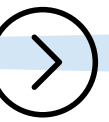


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Planning for the Future

- In 2023 we conducted a full review of our training materials and piloted these in 2024.
- Due to the high demand for our courses, two Branch Secretary Stage 1 and Chairpersons courses were held in 2024.
- Given our predominance now in the tech sector and to make training more viable, into the future a further review is being conducted.
- Branch Rationalisation is giving us an opportunity to do things differently.

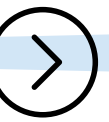




From Grassroots up

- More autonomy at committee level
- Back to basics
- Collective responsibility - building your committee
- Communication skills
 - Dealing with management professionally and with confidence
- Liaising with Head Office
- Processing individual cases
- Conflict resolution
- Examining cases with the collective at the core
- Organising and training interlinked

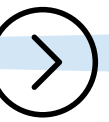
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How will training look in five years time?

- There needs to be a strong focus on modern delivery methods, long-term planning, and relevance to our growing technology sector.
- Increase accessibility and allow representatives to learn flexibly alongside their work.
- Training must encompass protecting worker rights in evolving industries (remote work, AI oversight)
- Strengthening union representation and organising capacity
- Influencing policy and regulation in telecoms and tech

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How will training look in five years time?

- Collective bargaining (advanced negotiation tactics)
- Grievance handling & dispute resolution
- Employment law updates (EU + Ireland-specific)
- Equality: reasonable accommodation, neurodivergent workers, WLB
- Health & Safety (including psychosocial risks, burnout)
- Mental health awareness
- Sexual harassment and violence at work
- Youth & new worker engagement
- Leadership development
- ***Modular Approach***
 - Presentation
 - Case study relevant to the sector
 - Case Study Analysis
 - Skill notes, checklist for further development, training templates

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THANK

YOU

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