



# Trade Union

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An organisation that speaks on behalf of workers on issues such as pay and working conditions

# Shop Steward

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A local union representative who negotiates with union management, organises meetings and recruits new union members

# Right

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Legal entitlements such as pay for work completed or safe working conditions.

# Responsibility

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Actions that are expected of certain individuals.





# Redress

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Financial compensation or reinstatement in employment for those who have been fired unfairly

# Probationary Period

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A period of time at the beginning of employment where the employee's suitability for the job is assessed by employer.

# Absenteeism

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Continued unexplained absences from work by an employee.

# Industrial Relations

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The relationship between employees and employers in a place of work.





## Staff Turnover

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The number of employees that leave a workplace and must be replaced with new employees.

## Official Strike

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A strike voted on by members of the trade union in a secret ballot. The employer is given at least one week's notice of the strike whereby employees will refuse to work.

## Work to Rule

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Employees do not do any work that is not specified in their job description as a form of industrial action.

## Go-slow

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Employees work at a slower pace than usual as a form of industrial action.





# Overtime Ban

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Employees do not work overtime as a form of industrial action.

# Token Stoppage

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Employees suspend working for periods of time as a form of industrial action.

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