



# A LOT TO LEARN

**W**ith more than three dozen workshop sessions covering a wide range of topics from planning for retirement to community service, postal innovations to getting our message out, delegates had nine opportunities—at the beginning and end of each day—to learn more about how to further the membership's goals and interests.

Many classes attracted standing-room-only crowds, but none more so than the five-part Stewards Training School program, led by Director of Education Jamie Lumm. Individual classes on stewards' rights, investigation and research, Informal and Formal Step A led to Friday morning's mock arbitration. By the end, attendees had a full sample case file to help in handling grievances when they returned to their stations.

The workshops weren't all presented in a cut-and-dried manner. Several used humorous skits, such as "Forrest Gump Gets Excessed" and a Star Wars-themed Contract Administration Unit bit on how carriers are treated on the workroom floor, to get across the information.

Congressional district liaisons had a special class of their own to hone their skills at advancing the NALC legislative agenda. So, too, did the reps who help promote the Health Benefit Plan and the Mutual Benefit Association.

Delegates vowed to return to their branches with their new-found skills, and help train and inform their local members who didn't get the chance to attend the Minneapolis convention.

