

Relations industrielles Industrial Relations



Le Département des relations industrielles de la Faculté des sciences sociales de Laval The Department of Industrial Relations of the Faculty of Social Sciences of Laval

Volume 1, Number 1, September 1945

URI: <https://id.erudit.org/iderudit/1023888ar>

DOI: <https://doi.org/10.7202/1023888ar>

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Publisher(s)

Département des relations industrielles de l'Université Laval

ISSN

0034-379X (print)

1703-8138 (digital)

[Explore this journal](#)

Cite this article

(1945). Le Département des relations industrielles de la Faculté des sciences sociales de Laval / The Department of Industrial Relations of the Faculty of Social Sciences of Laval. *Relations industrielles / Industrial Relations*, 1(1), 2–2. <https://doi.org/10.7202/1023888ar>

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**LE DÉPARTEMENT
DES RELATIONS INDUSTRIELLES
DE LA FACULTÉ DES SCIENCES SOCIALES
DE LAVAL**

L'Université Laval, par sa Faculté des Sciences sociales, apporte sa contribution à la solution du problème des relations industrielles en préparant *des techniciens* ainsi que le lui ont demandé de nombreux employeurs et des associations ouvrières.

Cette année, le Département compte seize étudiants. Ils ont déjà à leur crédit deux années d'étude en sciences sociales. Selon le choix de leur thèse de maîtrise, ils se spécialisent pour devenir soit des *directeurs de personnel*, soit des *agents de relations industrielles*, soit des *spécialistes pour les unions ouvrières et patronales* ou encore des fonctionnaires spécialisés en législation ouvrière et en sécurité sociale.

Le programme des cours est très élaboré ainsi que le fait voir le prospectus du Département. *Tous les professeurs*, en plus de leur compétence théorique, possèdent *une expérience pratique* des matières qu'ils enseignent. Une attention toute spéciale est apportée au *field work* et aux travaux de recherches.

Afin d'atteindre sûrement l'objectif qu'il se propose, le Département compte sur la *collaboration* des associations patronales et des unions ouvrières qui ont répondu avec empressement à notre appel.

En plus de son enseignement universitaire, le Département organise des *sessions intensives* pour les personnes déjà engagées dans les relations industrielles et qui désirent poursuivre davantage leur formation.

Chaque année, le Département convoquera un *Congrès des Relations industrielles* avec le concours de son Conseil consultatif. Ce Congrès, auquel participeront les employeurs, les travailleurs et les fonctionnaires, permettra de souligner l'évolution des conditions de travail au Canada et particulièrement dans la province de Québec.

Pour plus de renseignements, demandez le prospectus du Département.

**THE DEPARTMENT
OF INDUSTRIAL RELATIONS
OF THE FACULTY OF SOCIAL SCIENCES
OF LAVAL**

Through its Faculty of Social Sciences, the Laval University brings its contribution to the problems to which industrial relations give rise in training technicians. This Department has been founded at the request of several Employers and Labour organizations.

This year sixteen students are registered at the Department. These students have already two years of study in Social Sciences. According to the selection of the subject of their thesis for the M.A. in Social Sciences, the students will be trained as *directors of personnel*, *agents of industrial relations*, *technicians for labour unions* or as public servants for government agencies dealing with Labour legislation and Social Security.

The syllabus of the lectures is quite complete, as you can see in the prospectus of the Department. Besides their theoretical knowledge, *all the professors* have a *practical experience* of the subjects they teach to the students. Special care is brought to *field work* and research through the Industrial Research Bureau.

In order to attain the objective explained above, the Department of Industrial Relations calls for the *co-operation* of Employers' associations and Labour unions. Undoubtedly this co-operation will be secured.

Besides its university education, the Department will organize special *Extension Courses* for persons actually involved in industrial relations and who wish to further carry out their training.

Every year the Department will hold an *Industrial Relations Conference* in co-operation with the Consultative Council. This Conference, which will bring together employers, workers and civil servants, will serve to study the evolution of working conditions in Canada and particularly throughout the Province of Quebec.

For further information, ask for the prospectus of the Department.

RULES THAT ARE A "MUST" IN INDUSTRIAL RELATIONS

A few rules to be observed by the supervisor when listening to the troubled or dissatisfied employee :

1. Not argue ;
2. Not ask probing questions ;
3. Not give advice ;
4. Not try to direct the conversation ;
5. Not force answers ;
6. Not take sides ;
7. Listen rather than talk ;
8. Try to grasp what the employee does not want to talk about ;
9. Try to grasp what lies behind what the employee is expressing ;
10. Remain impartial and never make moral judgments ;
11. Above all, communicate to the speaker that you appreciate how he feels ;
12. Conduct the interview in some privacy.