

Industrial Relations Research Unit (IRRU)

Seminar Speaker Series – Autumn 2026 (Term 1)



Speakers: Lorenzo Frangi is Professor of Employment Relations in the Department of Organization and Human Resources at the School of Management, Université du Québec à Montréal (ESG UQAM)

Research Team
(alphabetical order)

Title: Union officer in teleworking: insights from the Quebec case (Canada)

Date: Wednesday 21 October 2026

Venue: Online only via Zoom

Time: 15:00 – 16:30 (BST)

Abstract: Union officers - professionals of labour movement, backbone and neuro system of unionism - have been leveraging since the beginning of industrialization in-person, face-to-face, emotionally-laden relationships with members to swiftly respond to their needs, guide them through bargaining and legal procedures, and knit the fabric of the mobilizable “collective worker”. Pandemics abruptly severed those in-person relationships and officers resorted to teleworking as an emergency measure to fulfill their tasks. While health measures were relieved, teleworking arrangements for most Canadian union officers became instead a structural aspect of their daily work. Drawing upon the synergy between union officers and teleworking debates, through a mix-method (interviews and survey) inquiry among a sample of Quebec officers from different unions, we explore the different nature of union officers’ teleworking arrangements, challenges and opportunities, together with variation in officers’ job satisfaction, organizational identification with the union they work for, and perceived organizational effectiveness. Preliminary insights suggest that besides individual inclinations and specific officer tasks, teleworking is associated with higher job satisfaction, does not alter organizational identification, and has a Janus effect on organizational effectiveness in servicing. Implications for union officer and teleworking debate, together with union policies, are discussed.

Registration: Email IRRUoffice@wbs.ac.uk to reserve your space

