

Grievance Presentation

Remember your objective: to secure a fair settlement at the lowest level possible.

- ▶ Act as an equal to management. This is your right when representing members.
- ▶ Remember, this is your meeting and your agenda.
- ▶ State the problem and the union's position clearly. State the remedy you seek.
- ▶ Stick to the facts of the case when making your presentation. Keep it brief and to the point.
- ▶ Listen! You may gain new information or hear an opening for resolution.
- ▶ If possible, narrow the focus of the dispute and look for areas of compromise and settlement.
- ▶ Do not bluff or make threats.
- ▶ Help the other party "save face" if you can, but not at the expense of the contract or the grievance. Resist the temptation to "punish" the supervisor.
- ▶ Ask that any settlement of the grievance be put in writing. Get firm commitments on dates and promised actions to resolve the grievance.

