

Problem Solving Decision Tree for Stewards

When you hear about a problem, investigate, involving members when possible.



Hold an informal meeting with the boss. Request additional information if needed. Is the problem solved?



Problem solved! Report this at the next meeting



Is it a grievance?



File the grievance



Is it a good organizing issue?



Create an organizing plan.



Is it also a good organizing issue?



Process the grievance and create an organizing plan.



Educate the member about why their issue is not a grievance.

Should the member continue to document the problem? Did you identify a possible bargaining issue or legislative campaign?

Following good leads is important, but remember that a great steward knows when to say 'no.'

Modified from the UFCW Steward Handbook