

Problem Solving Toolbox for Stewards

Whether dealing with discipline, contract violations, workplace bullying, or a community issue that impacts members, stewards are leaders in problem solving in our union. Experienced stewards become skilled at weighing different solutions to a problem and developing a plan for action. This knowledge is gained over time and comes from experience. New stewards can learn a lot by working with more experienced stewards and asking questions. Our union is strongest when we work together.



Here are some of the common tools stewards use to solve problems in the workplace:

INFORMAL RESOLUTION

Discussions with management that resolve problems before they become formal grievances. Stewards should aim to resolve problems at the lowest level possible.

GRIEVANCE PROCEDURE

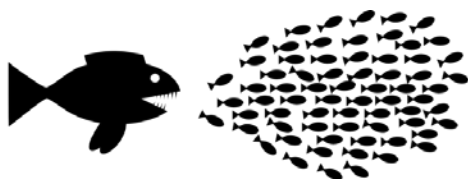
The formal procedure for problem solving laid out in our collective bargaining agreement.

COLLECTIVE ACTION

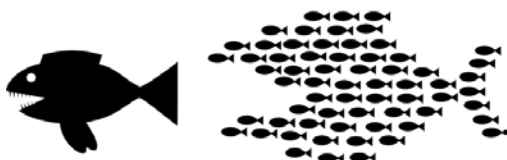
When members take action together to put pressure on management to solve a problem. Sometimes, these actions are creative or funny.

Other problem solving tools that union members use include:

- Political and legislative action
- Collective bargaining
- Unfair Labor Practice
- Community organizing



ORGANIZE!



Questions to ask when problem solving:

- Is it a good organizing issue?
- How can we resolve this issue at the lowest level possible?
- How can we build our union while solving this problem?
- How can we involve members in the solution?
- Is this a change in working conditions?