GRIEVANCE HANDLING

STEP ONE – GRIEVANCE MEETING PREPARATION

To be completed by the Steward.

Name of Grievor________________________________________ Date ______________________

A. Questions for the Employer

Step 1’s are an opportunity to discuss and resolve the issues. Given the summary of facts, prepare a complete list of questions for the employer.

For example:

> Could you explain the Employer’s reasoning behind...
> Could you tell me why...
> What documentation is there to substantiate...
> We are curious as to...

1. __________________________________________________________________________________
2. __________________________________________________________________________________
3. __________________________________________________________________________________
4. __________________________________________________________________________________
5. __________________________________________________________________________________
6. __________________________________________________________________________________

B. Documents/Evidence Required

Step 1’s are an opportunity to formally request necessary documentation which may be essential if moving on to Step 2, for example, letters, policies, memos, interview notes, evaluations, etc. Ask for copies and ensure that your request is documented in the minutes.

1. _________________________________________________________________________________
2. _________________________________________________________________________________
3. _________________________________________________________________________________
4. _________________________________________________________________________________
5. _________________________________________________________________________________
6. _________________________________________________________________________________
7. _________________________________________________________________________________
8. _________________________________________________________________________________
9. _________________________________________________________________________________
10. ________________________________________________________________________________

continued
GRIEVANCE HANDLING

STEP ONE – GRIEVANCE MEETING PREPARATION continued

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C. Union’s Argument/Presentation (Two suggested styles)

**METHOD A:** Root the argument in the collective agreement. Select your key points and supporting Articles. Present the least contentious ones first to build your argument. Use specific evidence and documentation to show how the griever is complying with the terms of the Collective Agreement or the Employer is not. **Ask the Employer for their rationale or for missing documentation.**

OR

**METHOD B:** If familiar with Pixar Pitch* please use this format to develop a narrative to create a persuasive argument.

<table>
<thead>
<tr>
<th>METHOD A</th>
<th>METHOD B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Point 1</td>
<td>Once upon a time</td>
</tr>
<tr>
<td>Point 2</td>
<td>Every day</td>
</tr>
<tr>
<td>Point 3</td>
<td>One day</td>
</tr>
<tr>
<td>Point 4</td>
<td>Because of that</td>
</tr>
<tr>
<td>Point 5</td>
<td>Because of that (2)</td>
</tr>
<tr>
<td>Point 6</td>
<td>Until finally</td>
</tr>
</tbody>
</table>

* Taught in Skillful Steward

continued
GRIEVANCE HANDLING

STEP ONE – GRIEVANCE MEETING PREPARATION continued

To be completed by the Steward.

D. Remedy Sought

Prepare your anticipated resolutions. Make sure you have a rationale as to why the resolution is in the best interests of both parties. A well prepared resolution can bring benefits to more than one party. Ensures the grievor knows the entire continuum of possibilities.

1. ______________________________________________________________________________________
2. ______________________________________________________________________________________
3. ______________________________________________________________________________________
4. ______________________________________________________________________________________
5. ______________________________________________________________________________________
6. ______________________________________________________________________________________

Notes:

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Name of Steward ________________________________ Date ________________

Please print

IF PROCEEDING TO STEP 2 PLEASE SEND THIS GUIDE TO YOUR LRO