

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

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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.

METHOD A	METHOD B
Point 1	Once upon a time
Point 2	Every day
Point 3	One day
Point 4	Because of that
Point 5	Because of that (2)
Point 6	Until finally

* Taught in Skillful Steward

continued

