GRIEVANCE HANDLING

STEP ONE – GRIEVANCE PRESENTATION GUIDE

A. Introductions
Ensure that everyone in the room is introduced by name and worksite title.

B. Purpose of the meeting, time expectations and meeting plan
Identify the purpose of the meeting, set the tone and clarify your step 1 grievance meeting expectations. For example:
“We are here today to talk about Collective Agreement Article…and how it pertains to the circumstances of (name of grievor)
“When we booked the meeting, I asked for a full hour. Do we have that time?” “I have an initial presentation of 5–10 minutes
after which there will be an opportunity for questions and a discussion.” Get agreement.

C. Articles in dispute
Review the articles on dispute as listed on the grievance form. See D & E.

D. Summary of facts
Establish the facts by using a chronology of dates to develop an outline. Incorporate the who, what, when and where details.
Cite the collective agreement article when appropriate.

In discipline cases, the Employer would be expected to speak first because of the principle of natural justice. The Union and
the grievor have the right to know the exact charges and the Employer’s evidence to support the charges before being asked
to participate in a discussion.

E. Union’s Argument/Presentation (Two methods)
Method A: Root the argument in the collective agreement. Select your key points. Present the least contentious ones first
to build your argument. Use specific evidence & documentation to show how the grievor is complying with the terms of the
Collective Agreement, or how the Employer is not. Prepare yourself for anticipated Employer replies.
Method B: Create a narrative using the Pixar Pitch format to persuasively argue your case.

F. Questions for the Employer and Discussion
Step 1’s are an opportunity to discuss and resolve the issues. Ask the Employer for their rationale. 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...”. Listen attentively and take notes. Be sure to ask the
Employer to slow down or repeat themselves so that you understand their answers.

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

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

I. Closure
Thank the Employer for the time spent. Review any action plan. For example: “You said that you would send us a copy of
the interview questions in the next week”. “I will anticipate a letter informing us of your decision regarding this grievance”. “I
will be forwarding the file to our LRO and they will be contacting you regarding this issue”, etc. Sign the grievance form and
submit to the employer.

J. Debrief with the Grievor
Ask the grievor how she/he felt the step 1 meeting went. Ask if she/he has any questions. Ask for the notes of the meeting.
Review any next steps.