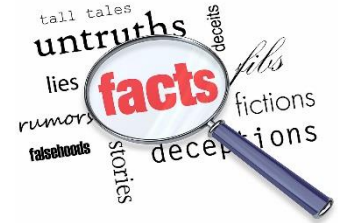




Problem Solve & Get ALL Facts



Description:

- Listen attentively to members describe the problem
- Investigate and get ALL relevant facts
- Determine the 5 W's:
 1. **W**ho is involved?
 2. **W**hat exactly happened?
 3. **W**hen does the problem occur
 4. **W**hy does the problem occur?
- Lay out the problem clearly and offer a solution



Communicate & Educate

Description:

- Inform Other Workers:
 - ✓ Regarding Issues
 - ✓ Union's Proposed Solution
 - ✓ Management's Position
- Ask for Their Ideas and Concerns

Grievance Filing



Description:

- Know Grievance Procedure outlined in contract
- Know Deadlines for Grievance Filing, Appealing and/or Arbitrating a
- Interview Grievant:
 - ✓ Gather All Facts: 3 Ws: Who, What, When Why *(see slide 1)*
 - ✓ Ask Grievant Questions to better Understand the Situation
 - ✓ Recap Situation to Grievant
- Prepare for Management Discussion
- Write Grievance Form

Mobilize Workers for Workplace Actions



Description:

- Organize Communication Network
- Educate workers regarding Workplace Issues and What Union is Doing about the Issues
- Workplace Actions
- Maintain Strong and Effective Communication Network with Workers
- Identify Workplace Issues
- Share Workplace Issues with Co-Workers
- Help Carry Out Collective Actions Involving All CWA Member at Your Workplace