



LiUNA!

Feel the Power



CONSTRUCTION STEWARDS'S TRAINING



Training Overview and Goals

- Role of union stewards
- Qualities of good stewards
- Available resources
- Tips for success



Introductions

- Name
- How long a union member?
- How long a steward?
- How did you become a LIUNA steward?



Role of the Steward

Member Point of Contact

- To most members, YOU are the union!
- Value of first impressions
- You are the contact for all job site issues
- If not you, than who?



Role of the Steward

Contract Administration

- Be familiar with your contract
- Know your grievance procedure
- Know our jurisdiction
- Duty of Fair Representation
 - Treat all Laborers equally
- Try to settle issues informally



Role of the Steward

Member Communications

- Union meetings: when, where, etc.
- Union position on matters
- Politics: why important to them
- Volunteer and social activities
- Status of bargaining, grievances, disputes, etc.



Role of the Steward

Member Communications Tips:

- Always find time to talk
 - Schedule time that works
- Always get back to people
- Always be honest
- “I don’t know” is OK
- Respect people’s privacy/dignity
- What else?



Role of the Steward

Union Communications

- Problems you can't resolve
- Problems you have resolved
- Member complaints/concerns
- Opportunities for member involvement
- Members in need
- Ideas for better meetings
- Trouble on the horizon



Role of the Steward

Union Communications Tips:

- Always be honest
- Admit mistakes
- Ask for help or support when needed
- Share what you know
- Regular reports
- What else?



Role of the Steward

Internal Organizing

- Identify/sign up new members
- Help with union paperwork
- Educate and assist new members
- Spread positive communication
- “Organizing never stops”



Qualities of a LIUNA Steward

- Knows their contract
- Keeps good records
- Good communication skills
- Positive relationships
- Meets Duty of Fair Representation

- What else?



Qualities of a Good Steward

- Good communicator
- Good listener
- Approachable
- Honest
- Organized
- Problem-Solver
- Responsible
- Decisive
- Supporter of the union



Qualities of a Bad Steward

- Represents unfairly or unequally
- Makes backroom deals with contractors
- Over promises
- Promises remedies too quickly
- Fails to speak to new workers
- Doesn't call into Local Union
- Fails to meet time limits and deadlines
- Lazy
- Fails to organize



Tips to be a Good Steward

- Go to union meetings
- Participate in union functions
- Follow the contract
- Code of Performance
- Be “straight up”
- Register to vote and VOTE
- Support other unions’ causes
- Show union pride



Problems on the Job Site

What do you do when there is a problem on the job site?



Problems on the Job Site

- Determine if problems is a:
 - Grievance
 - Jurisdictional dispute
 - Complaint
- Decide course of action to resolve:
 - Talk to contractor
 - Enforce contract
 - File a grievance
 - Seek help from Local Union



Problems on the Job Site

How would you
handle this situation?



Investigating a Grievance

- Is the problem a violation of:
 - Collective Bargaining Agreement
 - Federal or state law, or local ordinance
 - Past practice
 - Disparate treatment
 - Workplace policy



Interviewing a Grievant

- Get the facts
- Get all sides of the story
- Ask:
 - Who
 - What
 - When
 - Where
 - Why
 - How
- Document, Document, Document



Tools of the Trade

What tools are available to help you do your job?



Tools of the Trade

- Collective Bargaining Agreement
- Steward Training Manual
- Union contacts
- List of members of job site
- Cards/forms/paperwork/pen
- Filing system
- Union literature
- Electronic Resources



Know Your Contract

- Read it and keep a copy with you
- Common and recurring issues
- Most grieved sections
- Know and keep deadlines



CBA Scavenger Hunt



