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