Slide 1: Welcome

- Introduce yourself.
- Introduce representatives of the Local Union, District Council, or Regional Office. Thank them for their attendance and their support to make our union stronger. Allow them the opportunity to make a few remarks if appropriate.
- Welcome training participants and thank them for taking the time to attend the training, and thank them for serving as stewards for our union.
Slide 2: Class Overview and Goals of Training

- The training today will focus on the role of union stewards, review qualities of good stewards, overview available resources, and discuss the importance of knowing your union contract.
- Remind participants that the training is interactive and their participation, including asking questions, sharing stories, and offering best practices will benefit all in attendance.
Slide 3: Introductions

- Have each participant introduce themselves by name, how long they have been a Laborer, how long they been a steward, and what was the circumstances that made them a 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?

Slide 4: Role of Stewards

• The LIUNA steward plays an important and vital role on the construction job site. For many members, they are the most recognizable face and voice of the Local Union. Some of the most important roles of the steward include:

• Member Point of Contact
  o When members have questions, or problems, or other job site issues, YOU are the union to them.
Slide 5: Contract Administration

- It is important that all the rules of the Collective Bargaining Agreement are followed by both the Contractor and the Union.
- Be familiar with your contract, know the grievance procedure, and work to enforce its rules and language.
- Be mindful of the Duty of Fair Representation. Treat all members equally and fairly.
- Most issues on the job site are settled informally. If you need help, contact your Local Union leadership.
Slide 6: Member Communications

- You should communicate to members the importance of being an active union member, including attending meetings, volunteering, being politically active, and being good unionists in their communities.
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?

Slide 7: Tips for Member Communication

- Remember that you might be the only person a member knows or is comfortable talking to. Make time to hear them and their concerns.
- If you say you will get back to people, do it.
- You don’t have to know everything. Be honest, and say, you don’t know. But find out and get back to people.
- Some job site issues are sensitive. Be respectful to each member’s privacy and dignity.
- Educate them on their responsibilities to keep good notes, paystubs, follow the Code of Performance
Slide 8: Union Communications

- Important to let Business Manager and Field Reps know what is happening on the job site. Jurisdictional issues with other crafts, grievances with the Contractors, and problems among members should be discussed with the Local Union.
Slide 9: Tips for Union Communication

- Local Union officers and staff are there to help you succeed. Let them know how you are doing and what is happening on your jobsite. Give them an honest assessment.
- Deal with small problems before they become big problems.
- Admit mistakes and ask for help when needed.
- Be prepared to provide a report, either in writing or verbally, either monthly, weekly, or as needed.
Slide 10: Internal Organizing

- The steward should welcome, educate, and sign up new members. They should also encourage all members to take an active role in their union.
Slide 11: Qualities of a Good Steward

- The LIUNA steward needs to know the union contract that they are working under. They also need to keep good records. Stewards should also strive for good communications and positive relationships with the contractors.

- **Stress Duty of Fair Representation.** Stewards have a legal obligation to represent all workers in the union fairly, regardless of their membership status, race, religion, nationality, age, or gender.

- Stress good record-keeping. It can mean the difference between winning or losing a grievance, and defending yourself against DFR charges.

- **EXERCISE:** Divide the class in half.
- Have half of the group brainstorm a list of GOOD steward qualities and have the other half brainstorm a list of BAD steward qualities. They can record their responses on a piece of paper or a flipchart.
- Each group will then report their lists to the entire group. Ask for additional qualities from each group and discuss accordingly. Have the group prioritize the most important or useful good qualities.
Slide 12: Good Qualities

- **GOOD:** honest; good listener; good follow through; responsible, ability to resolve conflict; good problem solver; credible; assertive and decisive; ability to deliver tough or unpopular news; strong work ethic; committed to justice; equality; security; fairness; open; friendly; approachable; willingness to help others; good people skills; strong communicator; encouraging others; good verbal and written communication skills; thorough; organized; positive; motivated; enthusiastic; loyal; supporter, defender, and promotor of the union.
Slide 13: Bad Qualities

- **BAD:** doesn’t represent fairly; makes backroom deals; overpromises; doesn’t follow through; fails to speak or meet with new workers; misses deadlines; too close to contractors or other trades; doesn’t organize; lazy; fails to get settlements in writing, bad communicator with Local Union, doesn’t publicize victories, doesn’t keep good records; picks favorites; abuses title or position.
Slide 14: Tips to be a Good Steward

- Review common sense tips and remind stewards to lead by example
- **EXERCISE:** Ask those that have been a steward for more than one year to report on challenges they have faced, how they handled them, and for tips or best practices to share with the group.
Slide 15: Problems on the Job Site

- **ASK:** What you do when there is a problem on the job site?
Slide 16: Handling Problems on the Job Site

- Determine if a grievance, jurisdictional dispute, or complaint
- Decide course of action to resolve: Talk to contractor, enforce contract, file a grievance, seek help from Local Union
Slide 17: What Would You Do?

- **EXERCISE**: Read each scenario and ask the group how they would handle. Discuss accordingly.

Determine if each of the following job site issues is a Grievance, Jurisdictional Dispute, or Complaint. How would you address each issue?

1. Following a costly concrete pour mistake that resulted in a wasted load of concrete and a day of work, two Laborers were fired by the contractor.
   - **Potentially a Grievance**
   Consider if the Collective Bargaining Agreement has any limitations on the employer to terminate workers. If so, the steward should conduct a full and proper investigation to determine sufficient cause in the termination. Interviewing the workers and witnesses on the 5 W’s will help determine if there was sufficient cause or not. The steward should contact their Local Union anytime a contractor terminates a LIUNA member.

2. An apprentice comes to you to report that an older member is continually riding them on the job, including near constant verbal comments and yelling.
   - **Complaint, probably NOT a Grievance**
   Unless the older member is discriminating against the apprentice due to a protected class status, this is likely not a grievance and an issue not likely to have to involve the contractor. The steward should still address the issue. They can talk to both the apprentice and older member about job site demeanor and respect.

3. You are working on a long highway repaving job in a rural area. A female flagging member has brought it to your attention that there are no bathroom facilities on the job site.
   - **Grievance**
   Some Collective Bargaining Agreements and pre-job conference agreements include access to things like clean drinking water and access to bathroom facilities. Even on short projects or projects in rural areas, the contractor should still provide those items, equally to both male and female workers. The issue might even be an OSHA violation. The steward should bring it to the attention of the contractor. If the issue isn’t resolved, a formal grievance might be necessary.

4. On a sewer project, a member of the Teamsters union begins unloading pipe from their truck.
   - **Jurisdictional Dispute**
   The steward should direct members to perform Laborers’ work. They should inform the steward from the other craft about the issue and educate them on Laborers’ jurisdiction. The steward can also remind the contractor of the Laborers’ jurisdiction. If the dispute is not resolved, the steward should contact the Local Union for handling.

5. A member comes to you on pay day saying that their paycheck is short one hour of overtime pay.
   - **Grievance**
   The Collective Bargaining Agreement should clearly spell out compensation and hours of work, including overtime pay. The steward should investigate the issue with the member, including asking to see the member’s work log and notes. If there is missing pay, the steward and member should be able to resolve the issue with the contractor’s bookkeeper or payroll personnel. If not, a formal grievance might be necessary.
Slide 18: Investigating a Grievance

- Not all complaints and job issues are a grievance. But you should try to fix or resolve all issues.
- Remember that you have a Duty to provide fair and equal representation to all workers on the site.
- A grievance is a violation of either the Collective Bargaining Agreement, the law, company policy, or past practice. Disparate treatment of workers is also a grievance.
- Most grievances in the construction industry involve pay issues or wrongful termination.
Slide 19: Interviewing the Grievant

- Most all job site issues can be informally handled on the job site by the steward talking to the contractor or superintendent.
- When that doesn’t happen, the steward should collect all the facts pertaining to the issue or grievance.
- Interview the member and other witnesses and ask them all relevant questions.
- Keep good records of all information gathered.
- If the issue cannot be fixed on the job site, contact your Local Union about filing a formal grievance.
Slide 20: Tools of the Trade – Available Resources

- Ask participants to think of the most important tools that stewards should always have handy. Write down and discuss accordingly.
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

Slide 21: Tools of the Trade

- Collective Bargaining Agreement – MOST IMPORTANT
- Steward Training Manual
- Local Union contacts – who and how to call when you need help
- Benefit Funds information and contacts
- List of members on the jobsite
- Membership cards and/or forms
- Notepad and pen for taking notes
- Filing or tracking system for grievances and other issues
- Electronic resources of the International and Local Union
  - Websites
  - Social Media
- Union handouts – hats, pins, stickers, etc.
- Information on upcoming union events – meetings, picnics, political endorsements
- What else?
Know Your Contract

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

22: Knowing your Contract

- The LIUNA steward should have copies of all agreements for the job sites they are serving as a steward.
- Read your contract. The more you know about the agreement you are working under, the less problems you will face.
- Teach the most important parts of the contracts and what sections of the contract are grieved the most.
- Know and stress deadlines
- Etc.
23: CBA Scavenger Hunt

- **EXERCISE:** Complete the CBA Scavenger Hunt and discuss accordingly.
- Discuss any additional issues, different local agreements, history or relationships with other trades, etc. that apply to your Local Union.
LiUNA! **CBA Scavenger Hunt**

Using your Local Union Agreement, answer the following questions. Note the relevant Article, Section, and page numbers so you can find it quickly in the future.

1. **What are sub-contractors' requirements?**
   
   *Article: __________ Section: __________ Page: __________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________

2. **How is jurisdiction defined? How are jurisdictional disputes handled?**
   
   *Article: __________ Section: __________ Page: __________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________

3. **What are the grievance procedure time limits?**
   
   *Article: __________ Section: __________ Page: __________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________

4. **Is there a steward’s clause in the contract?**
   
   *Article: __________ Section: __________ Page: __________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________

5. **What is the ratio of journey workers to apprentices?**
   
   *Article: __________ Section: __________ Page: __________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
   ________________________________________________________________________________________________
6. What are the provisions for overtime?
   Article: __________ Section: __________ Page: __________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

7. Does the contract include special-pay provisions for (a) hazardous work, (b) travel, (c) tools and equipment, (d) meals, or (e) other reasons?
   Article: __________ Section: __________ Page: __________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

8. Are there provisions for drug testing?
   Article: __________ Section: __________ Page: __________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

9. Are there provisions pertaining to (a) drinking water, or (b) bathroom facilities?
   Article: __________ Section: __________ Page: __________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

10. Does the contract include how to address accidents or injuries on the jobsite?
   Article: __________ Section: __________ Page: __________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

11. Other:
   Article: __________ Section: __________ Page: __________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________