

# LiUNA!

*Feel the Power*

## STEWARD'S TRAINING

Public Employees,  
Industrial,  
Non-Construction

# Training Overview and Goals

- Role of union stewards
- Qualities of good stewards
- Grievances
- Legal Protections
- 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 workplace issues
- If not you, than who?

# Role of the Steward

## Contract Administration

- Be familiar with your contract
- Know your grievance procedure
- 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 management
- 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
- 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 in the workplace?

# Problems on the Job Site

- Determine if problems is a:
  - Grievance
  - Work Issue
  - Complaint
- Decide course of action to resolve:
  - Talk to management
  - 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

# Know Your Grievance Procedure

- Know different steps
- Know and follow time limits
- Don't miss deadlines

# Writing a Grievance

- Limit details to basic information
- Don't limit contract violations
- Avoid personal opinions
- Don't limit remedy or solution
- Consult with grievant
- Consult with Local Union official

***Work within time limits!***

# Weingarten Rights

- Allows union steward to be present:
  - Worker requests representation
  - Investigatory interview
  - Worker reasonably fears representation
- Union Steward does more than just observe:
  - Witness AND Advocate
- Worker must request union representation

# Duty of Fair Representation

- Union represents all workers fairly, regardless of membership status, race, religion, nationality, age, or gender
- Conduct a full, fair, and unbiased investigation
- Act within time limits
- Handle each case based on the facts
- Documents all steps

# 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



