

### **Investigating a Grievance (90 minutes)**

- HANDOUTS - Suggestions for Interviewing a Grievant  
Investigating Grievances Get the Facts: Remember the 5 W's & 1H
- EXERCISES - (Tardiness and Discrimination) – 4 handouts
  - o Main points: (15 minutes)
    - Must get all sides of the story
    - See “Good Steward Qualities” flip chart page
    - Is there more to the story than what the worker is telling you?
    - What laws/authorities govern? Is this a violation of the: (Ask students for examples and flip chart answers)
      - CBA
      - Federal or state law, or city ordinance
      - Past Practice
      - Disparate treatment
      - Workplace policy
- Review HANDOUT: Suggestions for Interviewing a Grievant  
Review HANDOUT: 5 “W’s” and 1 “H” - (reference page 18 of Stewards Manual in Tab 4)
  - o Who
  - o What
  - o Where
  - o When
  - o Why
  - o How
- Remind the stewards to think about not only making the union’s case but also what would management say its argument/case is?
- EXERCISE: Interviewing a Potential Grievant - Pair up students. One is the steward first, and one is the member. Then switch.
  - o Tardiness – spend 10-15 minutes interviewing the worker; then spend 5 minutes filling out the form together. (20 minutes)
  - o Discrimination - spend 10-15 minutes interviewing the worker; then spend 5 minutes filling out the form together. (20 minutes)
- Recap (15 minutes)
  - o Good steward qualities
  - o What was the easiest part of the interview?
  - o What was most challenging?