



STEWARD TIP SHEET

As a Shop Steward, you should:

1. Monitor the workplace conditions as set out in the Collective Agreement.
2. Become a link for the Membership to the Union. Attend meetings, ask questions and seek the answers that will make you a knowledgeable Shop Steward in your work area.
3. Be a good communicator, listen rather than talk.
4. Focus – question what is not understood and empathize with the Member.
5. Be objective – don't argue and listen to the needs of the Members you represent.
6. When representing a Member in a meeting be sure to take notes of what is being said by all parties. These notes should be turned over to the Union Representative who will handle the case. Meet with the Member in advance of the meeting with Management if you can. It's also important to debrief after the meeting with the Member if you are able.
7. Contact the Union Representatives as soon as a situation arises. Early intervention will mean a timely resolution to the situation the Member is faced with.
8. Know yourself – recognize your strengths and your limitations. No one expects you to have all the answers. Experience will teach you as you become more familiar with the Union's role in creating a safe and rewarding workplace to be part of. If you don't know – seek advice.
9. Be a leader by setting an example in your belief that Unions fight for an equitable and just society and workplace. Take a stand against harassment, racial discrimination and offending behaviour. The workplace has to feel safe for all Members.
10. Seek out every possible Union educational opportunity. It will provide you with the tools and confidence to become a well respected Shop Steward.

Be proud that the Members you represent have expressed their confidence in your abilities as a leader who will stand next to them as their Shop Steward and confidante.