

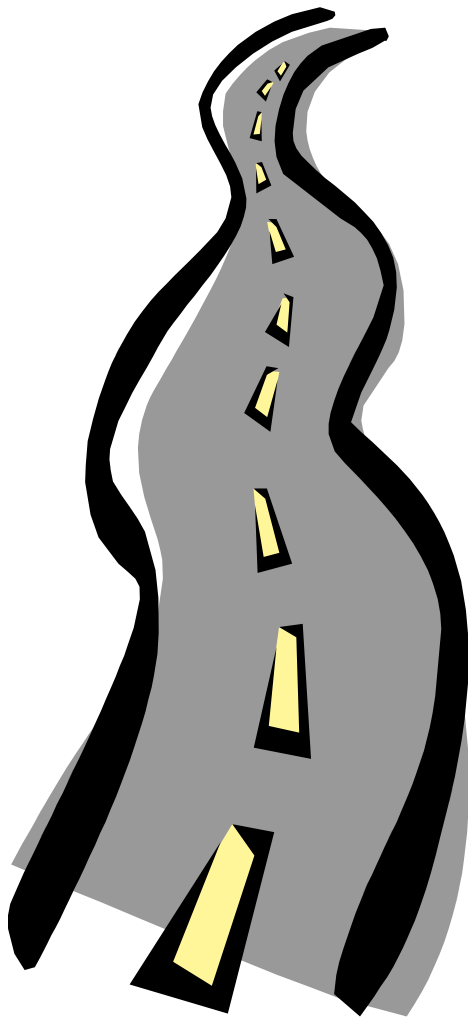
# On the Road With Teamster Stewards: A Quick Guide

*Teamster stewards need to follow a specific procedure with respect to addressing issues on the job. The most important thing a steward can do is make himself/herself available to the members. Good listening skills save time and clarify issues at hand.*

Here's a quick guide for Teamster stewards who need to follow some guidelines as they listen to their members, investigate problems and concerns and raise matters with management.

We encourage you to work closely with your fellow stewards, officers and business agents on ways to be effective advocates for Teamster members and their families. To learn more, contact the IBT Education Department for information on publications and materials related to Teamster stewardship.

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- ▶ **Investigation Highway**
- ▶ **No Way Bypass**
- ▶ **Put it in Writing Road**
- ▶ **Head Them off at the Pass**
- ▶ **Settlement Street**
- ▶ **Partnership Parkway**
- ▶ **Presenting Avenue**
- ▶ **End of the Road**

## Investigation Highway

- ▶ Get who, what, where, when, and why of the problem. Be aware of time limits.
  - ▶ Interview the grievant and spot which contract clauses may have been violated.
  - ▶ Interview the witnesses and get the relevant documents.
  - ▶ Re-evaluate the work problem after your investigation.
  - ▶ Discuss the strengths and weaknesses of the case with the member.
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## No Way Bypass

- ▶ If the work problem is not grievable explain and discuss why with the grievant.
  - ▶ Discuss alternative ways to resolve the problem.
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## Put it in Writing Road

- ▶ Write a simple, factual, brief description of the grounds for the grievance. It should answer clearly "What Happened?"
  - ▶ Cite contract articles violated and add "and all other relevant contract articles and rules."
  - ▶ Ask for a remedy and include, "and all other benefits to which the grievant is entitled."
  - ▶ Watch for opportunities to file group grievances, policy grievances, or union grievances.
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## Head Them off at the Pass

- ▶ Cite every provision of the contract, which may have been violated.
  - ▶ The Employer must have "just cause" for disciplinary action.
  - ▶ Upon request, a member is entitled to your presence at a management investigatory interview that could lead to discipline.
  - ▶ You have a Duty of Fair Representation.
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## Settlement Street

- ▶ Find out management's position.
  - ▶ Explore settlements
  - ▶ Discuss the strength of the case and next steps with the member.
  - ▶ If an informal settlement is not reached, tell management a written grievance may be filed.
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## Partnership Parkway

- ▶ Never settle a grievance without consulting the grievant.
  - ▶ Always get a grievance settlement in writing.
  - ▶ Don't miss a time limit while waiting for a settlement.
  - ▶ Be aware of any precedents you may be setting.
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## Presenting Avenue

- ▶ Follow the contractual time limits at each step of the grievance process.
  - ▶ Never present the grievance without the grievant being there.
  - ▶ Keep copies of the grievance at each step and each written response. Keep notes of management's statements in grievance meetings.
  - ▶ You have a protected right to vigorously represent members.
  - ▶ If employees want to handle their own grievances, the employer must notify you; you have a right to be present, and the adjustment must be consistent with the contract.
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## End of the Road

- ▶ Investigate every grievance as if it might go to arbitration.
  - ▶ Learn about arbitrators standards — check grievance guides and previous decisions.
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For Further Information:

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