

CHECKLIST FOR HANDLING PROBLEMS AT THE INITIAL STEP

1. PROBLEM SOLVING

- Listen to the problem
- Ask questions
- Don't personalize the issues
- Take notes, keep a record
- Record names, dates, times
- Ask the member what they would like to do about the situation. Put the responsibility for making a decision back onto them. Remember, sometimes they just want to get the matter off their chest.
- Repeat the problem in your own words to the member.
- Refer the member to the UniServ Director or the AEA Board President.



2. THE UNISERV OFFICE WILL GET THE FACTS

- Check the professional agreement, district policies and/or master contract.
- Check timelines that have been documented
- Check grievability
- Seek advice from UniServ Office, and/or local president



3. PRESENTING PROBLEMS

- It is the right of the Association member to have someone present at any meeting with the principal. They will attend as a witness to what is said. Document anything that may be helpful. Many times just being there helps diffuse the situation. This is step one in the grievance procedure.