
Interviewing the Grievant and Getting the Facts

Good investigation can be the key to winning a grievance or solving the problem. Use the INVESTIGATION FACT SHEET to help guide your interview.

I. Interview the Grievant

Listen! Workers will come to you with a variety of problems. When they do, you need to:

- Set aside a time, either right at that moment, after shift, or another agreeable time, to talk to them.
- Begin by asking an open-ended question like, "So, tell me what happened." or "What seems to be the problem?"
- Then ask specific questions to make sure you get as much relevant information from the worker as possible.

Questions to Ask

WHO: Names of worker(s) involved, names of witnesses, names of management

WHERE: The location, department, job site, etc of the problem/incident

WHEN: The time and date of the incident OR the time when the grievant found out about it

WHAT: What happened— use the above four W's to put this together

WHY: The section(s) of the Contract, the past practice, the law, the management rule and/or the management responsibility that has been broken or violated

HOW: How can management "make the grievant whole"? What is the remedy or solution to the problem?

II. Look for Corroborating Evidence (Other Sources of Information)

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| 1) The Grievant | 6) Management Involved in the Problem |
| 2) Other Workers | 7) Management Handbooks or Memos |
| 3) Witnesses | 8) Management's Time Sheets, Medical Records, etc. |
| 4) Other Stewards, Union Officials | 9) The Contract |
| 5) Files of Past Grievances | |

Others: (be creative) _____

For more CNG steward resources or for questions, contact
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