Initial **Problem-Solving** Conversations



An initial problem-solving conversation is a key first step in any dispute resolution process. When you encounter an issue in your workplace – specifically involving Professional Responsibility, Occupational Health and Safety, or Collective Agreement concerns – you should start by discussing the concern directly with your manager. You have the right to union representation if needed. Reach out to your Local or to UNA if you need support.

Purpose of the Conversation

- Ensure your manager is aware
- Explain the impact
- Gather & share information
- Discuss possible solutions
- Resolve the issue, if able

Best Practices

- Focus on the issue
- Be willing to listen
- Ask questions
- Provide ideas for resolving the concern
- Get a timeline

Next Steps

Confirming your Discussions

Send an email to your manager summarizing your conversation and any next steps and timelines. This ensures you have a shared understanding of the conversation as well as a record that the concern was raised and what the resolution is, if any.

Following Up

If your manager needs time to look into the concern, ask for a timeline. Knowing when to expect a response means you'll know when to check in on progress. Make sure you actually follow up with your manager so they know it is still unresolved and remains important to you. If the concern is not being addressed in a timely manner, report it.

Resolving the Concern

If the concern is resolved, ask for a timeline for implementing the solution. Ensure the solution is implemented and has resolved the issue. If the concern remains unresolved or is not being addressed in a timely manner, report it.

Reporting the Concern

If the concern remains unresolved, report it to UNA using the relevant UNA reporting process(es). You can report collective agreement, Professional Responsibility, and Occupational Health and Safety concerns to UNA from the website and app. Fill out any Employer reporting, if applicable.

Your manager does not have to agree to report a concern. It is your right to do so.