

Interviewing Techniques

SkillBrief

1. **Inform your supervisor** that you are going to talk to a member with a problem.
2. **Find a private area.**
3. **Let the employee “vent”** for a few minutes if necessary.
4. **Let the employee tell their story.** Ask follow-up questions to clarify points and gather the information you need.
5. **Repeat the story back to the employee** to make sure you have it right.
6. **Don’t assume that you have enough information** from the employee to make a decision on how to proceed. Remember, you have heard only one side of the story. Explain to the employee that you will need to investigate further.
7. **If you plan on talking with management or co-employees as part of the investigation, let the potential grievant know.**
8. **At the end of the interview, explain the grievance process** and explain that it will be important for the employee to be involved. Tell him / her that you need to complete your investigation (if there is time) before you can commit to an informal meeting with management.
9. **Tell the employee that you will get back to him / her by a specific date and time – THEN MAKE SURE YOU DO IT.**
10. If, after you complete your investigation, you believe this is not a grievance, go back and explain the situation. Discuss other possible methods for resolving the problem (if any). **Be honest about what the union can and cannot do** to help.
11. **Never tell the employee that they have a “sure winner”** or that the union will take their case “all the way to arbitration”.