



SEIU 73 UIC Specialty Training

You Are The Resource

CREATED BY YOUR CHIEF STEWARDS

Ice Breaker - Waiting Time

- ▶ If I were the Union President; the first thing I'd do during the next strike is...
 - ▶ Type your response in the chat

Start Stop Reset mins: 10 secs: 0 type:

None

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Breakout Room Teams

Team 1	Team 2
Grievances +	Steward Masterclass
Team 3	
Campus Policies	

Agenda

- ▶ **Purpose:** Be proactive, not reactive
- ▶ **Goal:** Equip Stewards to own their leadership role.
- ▶ **Action:** Escalate member issues or workplace concerns to Chief Stewards or Reps for support, follow-up, or formal next steps.

Context

- ▶ Happening: Delays, overdependence, lost opportunities
- ▶ Action: **Proactive**, **Prepared**, and **Resourceful** leaders at every site

Definitions of Roles

- ▶ From SEIU 73 Bylaws:
- ▶ **Activists:** Activists engage and mobilize members, sharing updates within their worksite. There is no limit on activists per unit. Activities are not protected under SEIU 73's contract; only stewards have contract protections for union activities.
- ▶ **Union Stewards,** Union Stewards shall report all contract violations and problems on the job to the assigned local staff or officers to collaborate on avenues for resolution, enforce the contract, resolve disputes in the workplace, and receive and process grievances when members report a violation. Also assist in developing programs for internal organizing, including ensuring that all represented workers are members of the local
- ▶ **Chief Stewards :** Guiding both stewards and members to enforce the contract effectively and consistently. Chief Stewards further lead by coordinating stewardship activities, mentoring stewards, and ensuring that grievances and member concerns are handled proficiently. Also develop programs for internal organizing, including ensuring that all represented workers are members of the local. In essence, they operate as the union's trusted on-site leaders and a bridge to union support systems

Integration / Roles

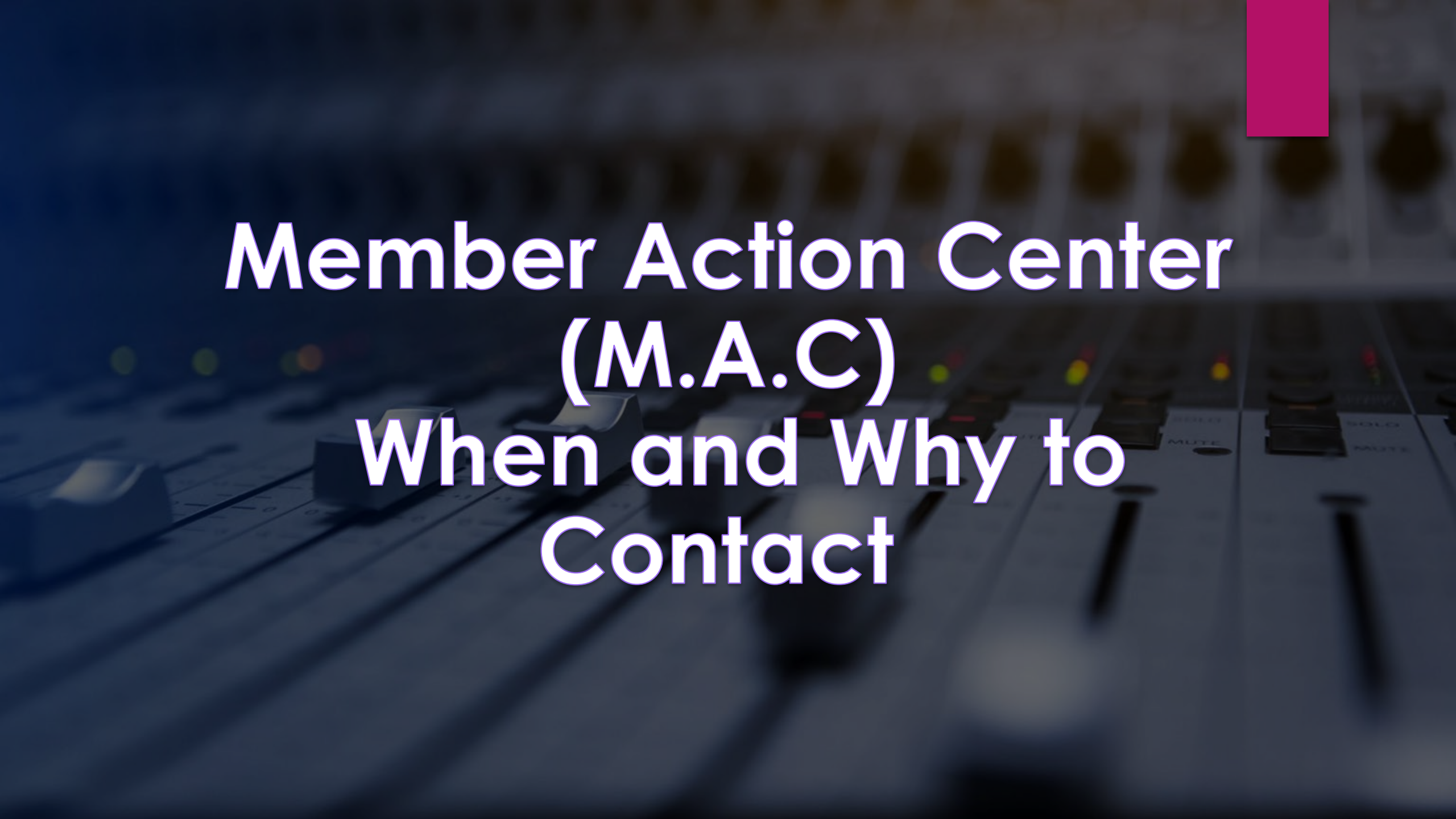
- ▶ Activists = Leaders of members
- ▶ Stewards = Leaders of members & enforcers of the CBA
- ▶ Chiefs = Leaders of Stewards & members, work closely with Reps
- ▶ Representatives = Local 73 staff members who have designated areas , additional resource
- ▶ Your leadership closes the gap between member and UIC

Steward Mindset

- ▶ Don't wait for someone else to do what you can do
- ▶ **Assume best intentions**
- ▶ Member lead union definition –
 - ▶ A member-led union is a union powered by its people where the members are the movement, not just the audience.
- ▶ Your actions build member trust
- ▶ Start with what you know.
- ▶ What can i do to make the union stronger –
 - ▶ Know your union contract
 - ▶ Create relationship with other stewards
 - ▶ Know how to access workplace polices
 - ▶ Utilize The Stewards WhatsApp chat and resources

Steward Resource Kit

- ▶ What tools already exist?
- ▶ Contract (digital and physical versions)
 - ▶ Contract Index
- ▶ SEIU Resource Tab on SEIU 73 Website
 - ▶ <https://seiu73.org/resources/>
 - ▶ <https://seiu73.org/updates/uic-updates/>
 - ▶ **Contract Enforcement Resources (Tab)**



Member Action Center (M.A.C) When and Why to Contact

Overview

- ▶ Documentation
- ▶ Information Request
- ▶ Grievances
 - Employment Violations: Policies, Contracts, and Laws
- ▶ Impact Bargaining

Importance of Documentation

- ▶ **Why Documentation is Non-Negotiable**
- ▶ Protects members and the union facts, not hearsay
- ▶ Builds credibility with HR and management
- ▶ Strengthens grievances, disputes, and negotiations
- ▶ Tracks patterns of violations over time
- ▶ Shields you from retaliation or false claims

How to Document Effectively

- ▶ Document **immediately** — before you forget details
- ▶ Always include: date, time, names, location, and exact words
- ▶ Save emails, texts, and photos as evidence
- ▶ Use tools you can access anywhere (phone notes, email to self, union log sheets)
- ▶ Share important notes with MAC or other stewards for continuity
- ▶ No documentation = weaker case, slower resolutions
- ▶ Complete SEIU manger conduct form

Contract Violations | Information Requests

- ▶ Spotting contract violations: what to look for
- ▶ Knowing the difference between contract violations and workplace policies
- ▶ Workplace practices - past practices, best practices, departmental policies, university policies

- ▶ Written request to management for specific information
- ▶ Used to gather facts before filing a grievance or during grievance handling
- ▶ Must relate to contract enforcement or workplace issues
- ▶ Should include what is requested, the reason, and a reasonable deadline
- ▶ Always keep a copy and track responses

Grievance Process Overview

- ▶ When is it a grievance?
 - Types of grievances
- ▶ How to start the process
- ▶ Initial documentation: what to ask, what to gather
- ▶ Who should fill it out and when to complete it.

Impact Bargaining/Labor Management Basics

- ▶ What triggers impact bargaining?
- ▶ What changes look for (unit moves, schedule changes, etc.)
- ▶ Recent examples: BSW Reassignments
- ▶ Best practices for impact bargaining & labor management:
 - ▶ **What's** the problem?
 - ▶ So **What?**
 - ▶ **What** do we do about it?



How to communicate via e-mail

UIC HR Email Structure Example #1

Subject: Follow-Up: Pay Discrepancy for Pay Period Ending 7/12/25

To: hrpayroll@uic.edu

CC: mac@seiu73.org, Your designated Union Rep (Email)

Dear HR Team,

I'm writing to follow up on a payroll issue I reported last week regarding my July 12th paycheck. As of today, I've still not received the overtime differential for hours worked on July 4th, despite submitting the approved timesheet and supervisor sign-off.

Can you please confirm whether this adjustment has been processed? I'd also like to know if any additional action is needed on my end to expedite the correction.

Thank you for your support and attention to this matter.

Sincerely,

Taylor Washington

UIC Email: twashing2@uic.edu

UIC HR Email Structure Example #2

Subject: Request for Clarification: BSW Reassignment Communication

To: hrassignments@uic.edu

CC: CSI@seiu73.org, cj@seiu73.org, lavitta.steward@uic.edu

Hi HR Team,

I'm reaching out as the assigned Chief Steward for the Service unit regarding a recent reassignment notice sent to BSWs in the west campus. Several members have expressed confusion regarding the timeline and whether any specialty requirements (e.g., second-language skills or certifications) are officially part of these new site assignments.

Can you clarify if these expectations are being communicated formally through updated job descriptions? We'd also appreciate knowing how affected staff are being supported with notice, training, or relocation time.

Thank you, and feel free to contact me directly with any questions or updates.

Best regards,
Marc Mena
Chief Steward – Clerical Unit, UIC
Email: mena.chief@seiu73.org
Phone: (312) 555-1937

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Final Takeaways

- ▶ • Be resourceful
- ▶ • Follow up
- ▶ • Stay connected with fellow stewards, chief stewards and your SEIU Representative
- ▶ • Don't wait — LEAD
- ▶ • Be the change you want to see

Q & A Time



Q & A

05:00

Start Stop Reset mins: 5 secs: 0 type: Tea

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