



# FACING MANAGEMENT

*tips for members*



The Union of National Employees  
Le Syndicat des employées et employés nationaux

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*As a union representative, you will occasionally find yourself speaking with various levels of management. We understand that this can sometimes be intimidating.*

*The following advice will help you in those situations:*

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## 1 BE CONFIDENT

- Be knowledgeable of the subjects being discussed
- Be prepared. Know any related policies, agreements and rights
- Remember that you are speaking to management as an equal. Be confident that you should be treated as an equal, not as an employee

## 2 BE CAUTIOUS

- If you can, have someone with you
- Listen to what is being said, ask questions and make sure you understand the topics
- Be cautious of management offers being proposed
- Recap the discussion to make sure that there is a mutual understanding of what was said
- Keep notes of all discussions with management for future reference
- Whenever possible, confirm any agreements or any understanding in writing

## 3 BE CREDIBLE

- Conduct yourself in a manner that doesn't invite criticism
- If your communications style is challenged, it lessens your effectiveness as a union representative
- By being respectful, you should receive respect in return
- By establishing your credibility, you will be taken seriously
- You are speaking on behalf of the UNE; do not assert your personal opinions or emotions
- Remember that the UNE's credibility and integrity is reflected in what you say

