

Preparing for Your Problem-Solving Meeting

SHARE Rep name: _____

Rep phone: _____

Rep Email: _____

If this is the first time you've had a Problem Solving Meeting, you probably have questions about what to expect. Your SHARE Rep is here to support you.

GOAL OF THE MEETING

Every situation is different, but most Problem Solving Meetings will have some common goals:

- Clearly identify workplace problems
- Improve workplace communication and relationships
- Troubleshoot to find individualized, creative solutions--for individuals, departments, and work systems

YOUR SHARE REP'S ROLE

Please let your Rep know your questions and concerns. You can feel free to be open with your Rep, and be clear about your wants and needs: your Rep will keep confidential anything that you want them to. Your SHARE Rep is here to help you:

- Convey your perspective and ideas
- Record notes, and act as a witness of the meeting
- Work to establish a fair process and balanced conversation
- Follow up questions you may have
- Find other forms of support and help

THE MEETING PROCESS

This meeting is an opportunity to explain your perspective and establish relevant facts. During a meeting, you may ask to speak privately with your SHARE Rep, or to pause and compose yourself and your thoughts outside the room.

A meeting is typically one step in an ongoing conversation. ***If you would like your Rep to contact you after the meeting is over, please let them know, and provide them your contact information.*** SHARE will continue to provide help and support.

OTHER RESOURCES

The Employee Assistance program is a free, confidential service for UMass Memorial employees. They can provide emotional and practical help for personal and workplace issues. Call [866-263-3525](tel:866-263-3525); or visit www.LiveandWorkWell.com, Company Code: umassmemorial

You can read more about Problem Solving and Discipline in the SHARE contract, beginning on page 70. The SHARE contract can be found online at www.sharehospitalunion.org/contract

www.theshareunion.org

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