



10 ESSENTIAL TIPS

UBT union co-leads

- 1. Model partnership behaviors and help set the tone for UBT work.** Seek to understand everyone's interests, and use interest-based problem solving to find mutually beneficial solutions.
- 2. Use consensus decision making.** Learn to help team members go beyond positions and identify underlying interests. If your team can't achieve consensus on an issue, reach out to a UBT consultant and/or your sponsors. Escalate early—get help before you get burned out, reactive and traditional.
- 3. Be an equal partner.** Plan and lead UBT meetings jointly. If you are unsure about an issue, ask questions to clarify interests or suggest postponing a decision until you have a chance to consult with the affected workers or get more information.
- 4. Get partnership training with your management co-lead, and be sure your team gets training also.** Refer to the **Path to Performance** on LMPartnership.org to understand what training you need. Or contact your UBT consultant for details.
- 5. Stay connected to your local union and union sponsor.** Be sure you get the trainings required by your local union (in addition to the LMP trainings listed on the Path to Performance).
- 6. Use your union skills to coach, engage and empower your team.** If you've been active in the union, you know how to listen, motivate and involve people. As a UBT co-lead, use those leadership skills. Use multiple vehicles to inform and engage the team.
- 7. Share the leadership and the load.** Don't try to do everything yourself! Other team members can do UBT Tracker updates, lead team huddles during the week, communicate with other shifts, etc.
- 8. Understand your metrics, business strategy and your department's role in success—and share that information with the whole team.** When people understand the full picture, including budget issues and challenges, they will be more eager to problem solve.
- 9. Know the issues that are "out of scope" for UBTs.** Federal law reserves eight subjects, including wages, hours, working conditions and seniority, that can be addressed only at the bargaining table. Know whom to call for help with such issues—for instance, your union sponsor or contract specialist.
- 10. Know and use your team tools.** Be sure you know the National Agreement (check out the new **NA web tool**), are familiar with the **Quick Picks: Effective Practices Catalog** and know where the **UBT Tracker User Guide** is if you need it. All can be found LMPartnership.org/tools.

Frontline union members perform a huge range of jobs critical to the delivery of quality, affordable health care—and have the insights to create the best experience for our patients and members. Unit-based teams' union co-leads work with their management partners to help the whole team to innovate and implement the KP Value Compass. These tips from successful union co-leads have helped transform the care experience for workers, managers, physicians and KP members.