



TOOL: Successful Habits of an Effective Steward

SKILL	DESCRIPTION
Know where to get the answers.	When you are not sure of the answer to a question asked, it is better to take time to get the correct answer than to give out wrong information. Refer to your union representative for contract interpretation and labor law. Other stewards are great resources for other issues.
Learn to delegate.	You are not expected to do everything by yourself. Get more people involved; more will be accomplished.
Learn how to empower people.	You are not expected to solve every problem. Help people help themselves.
Ask questions.	The more information you have, the better prepared you are to assist your co-workers and colleagues.
Be a good listener.	Being an active listener is one of the most important things you can do.
Remember that when representing your colleagues, you are a peer to your manager.	As a steward, you are on equal terms with management.
Remember that you can be just as much of an expert.	Your knowledge of the frontline experience will enable to you to work closely with management counterparts on workplace issues.
Pick your battles.	Take a stand on issues you know you can defend.
Always get back to people.	Follow through on your commitments and avoid promises you know you cannot keep.
Be organized.	Keep track of appointments, meetings, and notes so that you can find things quickly.
Be an example.	Being a responsible employee fosters respect.
Keep a sense of humor.	A positive attitude is a powerful tool
Keep your eyes on the prize.	Even if there are setbacks, the best way to change things for the better is through collective action. Help everyone support the union.
Don't be afraid to makes mistakes.	Learning from your mistakes will make you a better advocate in the long run.