

Use this worksheet to complete activities related to the LMP (Labor Management Partnership) Skills Booster: Issue Resolution. Your facilitator will provide you with further guidance.

### Small Group Activity 1

This is a 20-minute activity. (10 minutes for paired breakout/small group activity and 10 minutes for debriefing).

**Description of activity:** You will be paired with one or more people and given the root cause for 5 issues. Together, work to select the best issue resolution option for each outcome.

**Instructions:**

1. You will be paired with someone.
2. You'll be presented with the outcome of the fact-finding process for 5 issues.
3. For each issue, work together to select the best issue resolution option for each outcome.
4. Be prepared to discuss the reasons for your selections at the whole group debrief.

Root Cause of an Issue	Issue Resolution Process Options
<p><b>Issue 1:</b> Contract violation of wages, hours or working conditions</p> <p><b>Instructions:</b> Select which step of the issue resolution process is most appropriate to use for the fact-finding step.</p> <p>Write the number of the step down:</p>	<ol style="list-style-type: none"> <li>1. resolve the issue quickly</li> <li>2. refer to a unit-based team</li> <li>3. escalate the issue — the union decides how it wants to escalate or how it wants to proceed (which could include a grievance)</li> <li>4. use interest-based problem solving for an issue related to a system or procedure</li> <li>5. requires further investigation through the issue resolution corrective action process</li> </ol>

Root Cause of an Issue	Issue Resolution Process Options
<p><b>Issue 2:</b> Department workflow issues</p> <p><b>Instructions:</b> Select which step of the issue resolution process is most appropriate to use for the fact-finding step.</p> <p>Write the number of the step down:</p>	<ol style="list-style-type: none"> <li>1. resolve the issue quickly</li> <li>2. refer to a unit-based team</li> <li>3. escalate the issue — the union decides how it wants to escalate or how it wants to proceed (which could include a grievance)</li> <li>4. use interest-based problem solving for an issue related to a system or procedure</li> <li>5. requires further investigation through the issue resolution corrective action process</li> </ol>

Root Cause of an Issue	Issue Resolution Process Options
<p><b>Issue 3:</b> Problem with the system used to process something</p> <p><b>Instructions:</b> Select which step of the issue resolution process is most appropriate to use for the fact-finding step.</p> <p>Write the number of the step down:</p>	<ol style="list-style-type: none"> <li>1. resolve the issue quickly</li> <li>2. refer to a unit-based team</li> <li>3. escalate the issue — the union decides how it wants to escalate or how it wants to proceed (which could include a grievance)</li> <li>4. use interest-based problem solving for an issue related to a system or procedure</li> <li>5. requires further investigation through the issue resolution corrective action process</li> </ol>

Root Cause of an Issue	Issue Resolution Process Options
<p><b>Issue 4:</b> Cause is complex and involves individuals and work processes</p> <p><b>Instructions:</b> Select which step of the issue resolution process is most appropriate to use for the fact-finding step.</p> <p>Write the number of the step down:</p>	<ol style="list-style-type: none"> <li>1. resolve the issue quickly</li> <li>2. refer to a unit-based team</li> <li>3. escalate the issue — the union decides how it wants to escalate or how it wants to proceed (which could include a grievance)</li> <li>4. use interest-based problem solving for an issue related to a system or procedure</li> <li>5. requires further investigation through the issue resolution corrective action process</li> </ol>

Root Cause of an Issue	Issue Resolution Process Options
<p><b>Issue 5:</b> The right union and management leaders are part of the fact-finding and have the authority to resolve the issue</p> <p><b>Instructions:</b> Select which step of the issue resolution process is most appropriate to use for the fact-finding step.</p> <p>Write the number of the step down:</p>	<ol style="list-style-type: none"> <li>1. resolve the issue quickly</li> <li>2. refer to a unit-based team</li> <li>3. escalate the issue — the union decides how it wants to escalate or how it wants to proceed (which could include a grievance)</li> <li>4. use interest-based problem solving for an issue related to a system or procedure</li> <li>5. requires further investigation through the issue resolution corrective action process</li> </ol>

## Small Group Activity 2

This is a 30-minute activity.

**Description of activity:** You will discuss a question about fact-finding with one or more people. Afterward, you will share your ideas with the entire group.

### Instructions:

1. There will be 20 minutes to discuss the following question:
  - What are some elements or principles you should consider in fact-finding?
2. Write your thoughts here so you can refer to them when you report back to the whole group.
3. When the 20 minutes are up, you will come together as a group to share your thoughts and explain your reasoning. The debrief lasts 10 minutes.

Write your thoughts.

Resources

[Fish Out Your Root Cause | Labor Management Partnership \(LMPPartnership.org\)](https://www.LMPPartnership.org)

### Small Group Activity 3

This is a 15-minute activity.

**Instructions:** Look for the 9 words or phrases and circle them if you have a paper copy of this page, or highlight them if you are using Adobe Pro.

**Find these words:**

- LMP
- TRUST
- ISSUE RESOLUTION
- CONSENSUS
- DECISION
- COLLABORATION
- WHAT IS RIGHT
- VOICE
- CONCERNS
- ROOT CAUSE
- CONSTRUCTIVE

V	C	O	N	S	E	N	S	U	S	D	E	C	I	S	I	O	N	G
M	X	T	O	K	Y	L	N	V	H	E	L	X	U	I	K	M	C	E
E	P	Y	F	S	P	N	T	M	T	G	F	X	U	O	I	I	N	Q
C	V	L	R	A	T	O	R	L	E	D	Y	C	I	U	P	S	X	R
G	O	B	I	R	P	C	U	E	A	L	M	P	N	O	N	S	U	O
N	R	L	E	W	O	X	S	I	E	W	M	L	V	H	J	U	O	O
A	T	Y	L	H	N	O	T	O	R	L	Z	E	P	K	N	E	U	T
R	O	V	R	A	N	S	T	H	L	W	I	T	N	X	U	R	E	C
G	E	R	O	F	B	L	P	C	X	O	R	T	N	E	L	E	F	A
T	L	U	N	P	F	O	L	Y	A	N	F	X	E	E	N	S	Y	U
I	W	A	L	Z	I	N	R	S	C	U	F	A	L	U	D	O	N	S
W	H	I	R	R	O	U	T	A	L	I	S	N	E	N	B	L	O	E
F	C	O	N	S	T	R	U	C	T	I	V	E	B	A	N	U	R	M
C	A	N	B	U	S	R	I	V	E	I	G	E	N	F	O	T	L	S
R	E	V	O	L	U	A	X	I	N	G	O	O	P	I	L	I	N	R
T	V	O	I	C	E	C	O	N	C	E	R	N	S	X	X	O	P	I
I	L	W	H	A	T	I	S	R	I	G	H	T	G	A	D	N	O	T