The Association Representative (AR) Essential Checklist –
Starting with the Basic

The local AR is the first line of contact with a member, and should be trained to be an:
A. Organizer
B. Communicator
C. Problem Solver, and
D. An Advocate

As an Organizer they should:
• Have a broad knowledge of the Association and its programs
• Be Dedicated
• Believe in the Association
• Maintain good rapport with members

A Communicator should:
• Meet with the member(s) face-to-face
• Hold short meeting – 10-15 minutes
• Communicate all appropriate Executive business transactions at the meetings
• Be a good listener
• Communicate building issues to the local leadership or your region UniServ Director

Problem Solver: focuses on the problem as stated and uses that information and knowledge to achieve a solution.
1. A GRIEVANCE does not exist if:
   • an employee misrepresents facts
   • the complaint involves a personal dispute or something for which the school system is not responsible for
2. If the AR determines that a GRIEVANCE does exist, the AR passes it on to their local leadership/UniServ Director for further action

Advocate – CARDINAL RULES FOR ADVOCACY –(DND)
• Defend – don’t Judge
• Know your Rights
• Document Everything

Advocate – RESPONDING TO A MEMBER’S PROBLEM
- Warn members NOT to take any immediate action
- Advise members to write a chronological timeline of the event(s)

(AR’s ESSENTIAL TOOLS)
An AR’s job is to serve as a link between members and the association.

Organizer – Put in Notebook
• Contact Information for Local Leadership, UniServ Director, and WEA
• District and WEA Policies
• Current Membership Contracts

Communicate
• Meet face-to-face with members
• Plan short meetings – have an agenda so meetings are quick
• Listen to members concerns and if appropriate respond or direct to local leadership/UniServ Director

Problem Solver
• Listen to the members concern, and know where you need to direct the issue

Advocate
• Get the facts, advise not to talk to others

https://wyoea-my.sharepoint.com/personal/lbottom_wyoea_org/documents/ar folder/ar presentation/new ar one-pager - front and back.doc
- **DO NOT** discuss the issue with ANYONE other than their AR/Local Leaders/UniServ Director
- Your conversations with a member are **NOT** privileged – this only extends to the UniServ Director (and even then, not always such as in criminal cases)

**Advocate - CHILD ABUSE**

- A school employee who knows or suspects that child abuse is occurring **MUST** report it to the person in charge as soon as possible.
- This does not relieve individuals of their obligation to report on their own behalf unless a report has already been made or will be made

**Advocate – HOW TO REPRESENT A MEMBER**

<table>
<thead>
<tr>
<th>Get</th>
<th>Get as many facts as possible, but know when to stop the interview and refer it to the local leaders/UniServ Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Probe</td>
<td>Probe for as much detail as possible</td>
</tr>
<tr>
<td>Check</td>
<td>Check policies</td>
</tr>
<tr>
<td>Determine</td>
<td>Determine if there are similar incidents in the building</td>
</tr>
<tr>
<td>Request</td>
<td>Request that the member create a written chronology of the event(s)</td>
</tr>
</tbody>
</table>

**Advocate – TIPS FOR DEALING WITH ADMINISTRATORS/SUPERVISORS**

| Humble | Never Humble Yourself – You Are an Equal Party |
| Don’t be | Don’t be Argumentative |
| Don’t Make | Don’t Make Deals Immediately |
| Keep | Keep Notes of the Meeting |

Central/Northeast Region UniServ Director – Judy Trohkimoinen – jtrohkimoinen@wyoea.org – 307-256-4858
Northwest Region UniServ Director – Elise Robillard – erobillard@wyoea.org – 307-275-5799
Southeast Region UniServ Director – Greg Herold – gherold@wyoea.org – 307-921-8284
Southwest Region UniServ Director – Interim – Lisa Herold – lherold@wyoea.org – 307-275-0523

Wyoming Education Association
115 East 22nd Street, Suite 1
Cheyenne, WY 82001

https://wyoea-my.sharepoint.com/personal/lbottom_wyoea_org/documents/ar folder/ar presentation/new ar one-pager - front and back.doc