



# 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

(more on back)

- 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**

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

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

<b>Humble</b>	Never Humble Yourself – You Are an Equal Party
<b>Don't be</b>	Don't be Argumentative
<b>Don't Make</b>	Don't Make Deals Immediately
<b>Keep</b>	Keep Notes of the Meeting

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