

One-to-One Conversations

Before the conversation:

- know the bargaining issues and the latest from the bargaining table
- review your resource material so that you are able to have a conversation about the facts with members
- know what tools are available to you to support the conversation and follow-up
- plan to meet with the most sympathetic members first
- prepare for your conversation

During the conversation:

- build a relationship with the member through your conversation:
- start with finding out about the member and their concerns – ask them what they know about bargaining and what they would like to know
- ask open-ended questions
- if you don't know the answer, tell them you will find out and get back to them.
- let them know the facts; tailor your message to the member's own situation – if they have said pay is important, focus on that. If they are more interested in sick leave, discuss that first
- invite them to identify issues for further contact with their union
- tell them about upcoming meetings or rallies
- leave them with your contact info and any materials related to bargaining/mobilization
- set a positive tone, look for points of agreement and be an active listener – remember what we learned about transformative conversations
- make a point of saying that the PSAC want members' feedback and ideas
- plan for follow-up conversations

After the conversation:

- follow up on any commitments you made to the member
- plan for your next conversation
- be sure to connect with the member the next time you see them at a meeting or in the workplace