Using the 7 "Ws" to gather facts… some examples

Who

who are the grievors (and contact information)
who are the protagonists
who caused/contributed to the problem
who are the supervisors/managers
who are the witnesses
who will provide signed statements, testify
who did the grievor tell
who else has this problem, now or in the past
who will be affected by the outcome
who has information you need
who will investigate
who will provide representation
who will set up the hearing
who will be at the hearing
who will "hurt" the grievor
who will "help" the grievor
who do you need to consult with
who can you get advice from
who will provide representation at next levels

What

what is the problem, issues to be resolved
what are the facts
what is the position of the employer
what has been said in relation to the problem
what is the background to this issue
what were the contributing factors
what are the consequences of doing nothing
what meetings, communications have…
what has the grievor done
what documents does the grievor have
what evidence is required
what is needed from the employer
what collective agreement, policy is relevant
what union policies are relevant
what is being violated
what are the precedents
what is the past practice of the employer
what are the mitigating factors
what is the position of the local, membership
what will be the impact of the grievance on the grievor, membership, union
what is the style of the manager hearing the grievance
what are the options to solve this problem and the consequences of choosing each one
what can be done to prevent a reoccurrence
what safeguards can be built in

When

when did the problem occur
when did the grievor first start trying to address this problem … ongoing communications?
when did the grievor begin employment
when did meetings, communications …
when will the time limits expire
when should/will the hearing take place
when should the grievance be presented, transmitted

Where

where exactly did this take place
where was the grievor at that time
where were others … supervisor, witnesses
where was furniture, vehicles …distances
where does the employee work
where can I get corroboration of the grievor's version
where are the grievance forms

Why

why is this a problem
why did the employer take action/not act
why did this occur
why did this happen to this particular employee
why did the grievor do what s/he did
why is a grievance necessary
why is this being pursued
why do people think the grievor is innocent/guilty
why are people supporting/not supporting the grievor/grievor's version

Want

wants redress in full including ...
wants a hearing at each level
wants documents removed from files and destroyed
wants training for respondent, unit, workplace
wants harassment-free environment
wants a declaration collective agreement violated
wants reinstatement effective date of ... with no loss of pay and benefits
wants reinstatement of sick leave credits
wants Memorandum of Understanding outlining commitments and agreements

Whoa

Have I correctly identified the problem?
Have I treated this as an organizing/educational opportunity - how will this contribute to membership education and involvement?
Have I analyzed the case and developed arguments and counterarguments? Am I well prepared for the hearing?
Have I organized the file and completed the PSAC Grievance File Checklist?
Have I obtained all the documents as listed?
Are all the statements signed and witnessed?
Is the Steward Fact sheet completed?
Are all my notes legible, signed and dated?
Are copies of the grievance and transmittal forms legible?
When do I need to forward the complete file to the representative at the next level?