

# Executive Summary: Effective Issue Resolution for Branch Presidents

This guide provides branch presidents with essential steps to effectively address and resolve member concerns.

## Initial Member Interaction:

1. **Private Conversations:** Ensure discussions happen in a confidential setting.
2. **Active Listening:** Allow members to fully express their concerns without minimizing the issue.
3. **Neutral Assurance:** Acknowledge concerns without taking an immediate stance.
4. **Follow-Up Timeline:** Provide a clear timeframe for follow-up.

## Investigation Process:

1. **Detail Gathering:** Collect comprehensive information, seeking permission to consult others if necessary.
2. **Policy Review:** Identify any potential violations of collective agreements or policies.
3. **Office Support:** Utilize office resources to validate your process and locate relevant documents.

## Admin Meetings:

1. **Collaborative Approach:** Address issues with the aim of mutual resolution.
2. **Confidentiality:** Share only permitted information from members.
3. **Preparedness:** Bring written evidence of relevant agreements or policies.
4. **Local Resolution:** Aim for compliance with agreements/policies and plan notification procedures.
5. **Follow-Up:** Ensure proper communication loop closure with the member.

Implementing these steps will support branch presidents in managing concerns effectively while maintaining professionalism and adherence to guidelines.