

THE CONTRACT IS APPROVED... NOW WHAT?

TURNING PAPER INTO PRACTICE



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POST CONTRACT CHALLENGES

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- **INCONSISTENT COMMUNICATION TO STAKEHOLDERS**
- **MANAGER IGNORANCE OR MISINTERPRETATION OF THE CONTRACT**
- **IMPLEMENTATION TIMELINE CONFUSION**
- **LACK OF MANAGER TRAINING**
- **UNION-MANAGEMENT TENSION AFTER A HARD BARGAIN**
- **NO TOOLS OR CHEAT SHEETS FOR FRONTLINE LEADERS**
- **FAILURE TO UPDATE INTERNAL PROCEDURES**
- **BOARD MEMBERS OR SENIOR LEADERS UNDERMINING THE CONTRACT**
- **NO FOLLOW-UP MEETINGS WITH THE UNION**
- **CONTRACT PROVISIONS IN CONFLICT WITH PRACTICE OR POLICY**

POST-RATIFICATION CHECKLIST

- **IDENTIFY KEY CONTRACT CHANGES**
- **CREATE SUMMARY DOCUMENTS & FAQs**
- **INTERNAL ROLLOUT PLAN**
- **STAFF/MANAGEMENT COMMUNICATION**
- **UNION COLLABORATION TIMELINE**
- **MONITOR AND DOCUMENT THE PROCESS**

POTENTIAL RISKS IF IMPLEMENTATION GOES WRONG

COMMON MISSTEPS

- **UNAUTHORIZED CHANGES**
- **IGNORING GRIEVANCE TIMELINES/PROCESSES**
- **MISINTERPRETING CONTRACT**

PREVENTION TOOLS

- **EDUCATE SUPERVISORS PROACTIVELY**
- **CREATE A CHEAT SHEET**
- **PROVIDE CONSISTENT COACHING**

WHAT WOULD YOU DO?

- **UNAUTHORIZED OVERTIME**
- **IMPROPER EVALUATIONS**
- **INCONSISTENT DISCIPLINE**
- **SCHEDULING VIOLATIONS**
- **POSTING/BIDDING ERRORS**
- **WITHHOLDING UNION TIME/ACCESS**
- **MISUSE OF TEMP WORKERS/SUBS**

DOCUMENTATION IS KEY

- **AFFIDAVITS**
- **PHOTOGRAPHS AND DIAGRAMS**
- **CELL PHONES**
- **REPRIMANDS**
- **EVALUATIONS**
- **NOTES AND CARDS**
- **GRADE BOOKS**
- **CALENDARS**
- **EMAILS**
- **SOCIAL MEDIA**

DOCUMENTATION REMINDERS

- **IF IT'S NOT WRITTEN, IT DIDN'T HAPPEN**
- **IF IT'S WORTH SAYING IN A CONFERENCE, IT'S LIKELY WORTH A MEMO**
- **ENSURE THE DOCUMENT CAN STAND ALONE**
- **KEEP THE INTENT OF THE DOCUMENTATION IN MIND. DO NOT INCLUDE A STATEMENT IN THE RECORD WITHOUT ASSESSING THE FUTURE IMPACT**

**THE SHORTEST PEN IS WORTH MORE
THAN THE LONGEST MEMORY**

DOCUMENTATION SHOULD BE...

- **SPECIFIC**
- **OBJECTIVE**
- **TIMELY**
- **ACTION-ORIENTED**

UNION = PARTNER, NOT OPPONENT

- **MINDSET SHIFT**
 - **COLLABORATION > COMBAT**
- **BEST PRACTICES**
 - **REGULAR MEETINGS**
 - **JOINT COMMUNICATION**
 - **BUILD RAPPORT**

COMMUNICATING WITH UNION LEADERSHIP

**Start with
relationship,
not reaction**

**Clarify roles
and
boundaries**

**Stick to the
facts**

No surprises

Be consistent

**Listen to
understand,
not to respond**

**Document
everything**

**Stay
professional,
not personal**

Follow through

**Know when to
hand it off**

HANDLING COMPLAINTS EFFECTIVELY

- **URGENT VS. IMPORTANT**
- **DE-ESCALATION AND MEDIATION**
- **DOCUMENT AND SHARE BEST PRACTICES**

**EVERY CONCERN IS A CHANCE TO EITHER
BUILD TRUST OR BLOW IT.
LEARN TO SPOT THE DIFFERENCE AND
ALWAYS DOCUMENT!**