

TIPS FOR Meeting with the ASSOCIATION MANAGEMENT COMMITTEE ON WORKLOAD ISSUES

- Provide Rationale for each of your recommendations: ask yourself: “ **HOW WILL I SELL THESE RECOMMENDATIONS TO THE EMPLOYER?**”

What is the Outcome if the Workload issues are not resolved:

- **Liability to all parties, law suits, costs**
- **Public relations**
- **Labour relations**
- **Cost effectiveness**
- **Waste**

What is the outcome if the workload issues are resolved:

- **Lower sick leave rate**
- **Increased production**
- **Cost effectiveness**
- **Less waste**
- **Improved public relations**
- **Increased funding/grants/etc..**
- **Improved morale**
- **Decreased liability-law suits**

- Meet in advance to prepare who will introduce the committee, the issues, choose someone to speak on an issue who is knowledgeable and involve the nurses who filed the workload forms
- Be familiar with your collective agreement Professional Responsibility clause
- Prepare and present your action plan to the employer at the meeting, this way you can provide rationale for your recommendations and have dialogue on each issue making sure the employer understands what it is you want and why
- State why you are meeting “**We are bringing our issues to you as per article ____ of the collective agreement (or refer to) CNO professional standards, there have been a # of workload issues brought to the Unit manager’s attention” and the nurses on the unit believe that the issues have not been resolved to their satisfaction. We are here today to discuss and attempt to resolve the issues”**
- State the facts clearly using examples and dates of incidents whenever possible (**use real incidents of unsafe issues/lack of quality patient care**)
- Focus on patient care and safety first then relate it to nurses and how it affects your standards
- Focus on legal and public relation liabilities to the employer if safety and quality patient care is not improved
- Refer to the facility Mission statement for support of your recommendations
- Use the CNO standards to make your argument (**remember the Nurse is the patient advocate**)
- Set time lines for when you want an response to your issues, (**don’t leave the meeting without this**)
- Be assertive not aggressive, remain professional
- Set follow up meeting dates as necessary before leaving the meeting
- Following the meeting assign a committee member to update the action plan and track the time lines for responses and to follow up.
- When you receive the employer response and it isn’t exactly what you recommended ask yourself “will it improve the workload and therefore Patient/Client care and safety? Can you work with it, are there other ideas or improvements you can recommend to their suggestions.
- Involve your LRO.

