

A BMWED Officer is:

- **A Leader of our Brotherhood**, able to communicate our vision, our mission, and our values.
- **A Teacher**, able to develop the skills and knowledge of our members, and to share their experiences.
- **A Facilitator**, able to create conditions for success when our members work together to achieve our goals.
- **A Problem Solver**, able to develop and offer a variety of options to resolve issues or accomplish our members' objectives.
- **A Mentor**, able to identify strong members and future leaders and invest in their growth within our union.
- **An Organizer**, able to unite our members, help them find their collective voice, and amplify their power through bold, creative action.
- **A Lifelong Learner**, committed to the continuous development of their own skills and knowledge.



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**Interacting with Members as a
BMWED Officer**

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Interacting with Members as a BMWED Officer

***When our members ask
for their union Officer or
Representative, they are
often in a tense, stressful,
high-pressure situation.***

***Your ability to give them
confidence, establish
mutual trust, and open
clear communication are
key to the work you will
do on their behalf.***

Key Concepts

- Regardless of the situation or your experience, your members will see you as the professional and “subject matter expert” for their concerns.
- Recognizing this, it may be easy to overpromise, minimize hazards, or mistakenly create misunderstandings between you and your members.
- A critical aspect of how you represent your members, and the effectiveness of your support, is establishing clear, open communication and mutual trust.
- Every interaction with your members will influence them, you, and our union as a whole!

As a leader in the BMWED, you perform critical work not only preserving and advancing our members’ rights, but also in mentoring, developing, empowering, and organizing our members!

Every interaction matters!

Useful Tools & Tips

- Practice **Active Listening**. Provide your full attention to your members when they are expressing their concerns or asking questions, and don’t interrupt! Restate a member’s questions or concerns back to them to ensure understanding, then ask clarifying or developing questions.
- **Be Open and Honest**. Transparency, whether the news is good or bad, is the best way to prevent misunderstanding and reinforce mutual respect. Don’t sugarcoat, downplay risk, or minimize complexity in how we can resolve issues or address concerns.
- **Remain Positive**. Our members reach out to their officers to find solutions. Be able to offer realistic, achievable options to your members.
- **Be a Model of the culture you want to see within our union**. Your example matters, whether you see its impact directly or not. Be creative, aggressive, audacious, and tenacious in how you pursue your duties.

- **Set Goals and Expectations with your Member**. Make sure your members are part of any work or solution. Establish goals they can work with you to achieve. If a member asks for your help, set realistic expectations for how they can support your work, or reasonable boundaries to preserve your ability to meet your other obligations.
- **Inoculate!** If you see bad news or misinformation ahead, prepare your members for it. Don’t allow bad information or bad news to mislead members or break their morale. You can combat bad information by shining a light on it and offering the facts. Anticipate bad news and reframe it honestly, within a broader context, to diminish its impact.
- **Pay Attention to Details**. Always double check your emails, texts, or letters. Keep track of dates, appointments, or key information.
- **Never leave a member hanging!** Make a point to respond to texts, return calls, or answer questions in a timely manner.