

Asking the Right Questions-The 5 W's

Start by asking the same basic questions – known as the “5 Ws” – to each person you talk to.

- ❖ **Who** was involved? Names of people involved in event, including witnesses.
- ❖ **What** happened? Description of the event.
- ❖ **Where** did it happen? Location of the event.
- ❖ **When** did it happen? Date and time the event occurred.
- ❖ **Why** is this a grievance? Contract sections being violated.

Use the “Grievance Fact Sheet” to make sure each of these questions is asked and answered.

Remember

- Listen carefully to what each person has to say.
- Take notes during or after each conversation. Review these notes to make sure the information is accurate and complete.
- Follow up to verify information; fill in gaps and clear up discrepancies.