

## Activity 6 : - Giving Information, Advice and Guidance

There are three levels of interaction with members for all representatives. We should use these in a logical order and ensure the member makes the decisions at each stage how to use the information, advice or guidance you have given to make an informed decision.

### Information

Giving information means giving them the facts so they can decide for themselves what to do.

So some examples of this are: -

#### Scenario one

Member 'My manager is discriminating against me, I want to raise a grievance!!

Rep 'The process of raising a grievance starts with an informal approach, have you spoken to your manager or would you like me to?

#### Scenario two

Member 'I want to improve my computer skills to help my son with his homework'

Rep ' Here is an information sheet from the Unite Learning team this might help'

Giving information is making the member aware of a process, can be as simple as passing on a policy or information sheet and is limited to facts not feelings.

### Advice<sup>1</sup>

Giving advice refers to when we tell other people what we think could help them. The most common way to [give advice](#) is by using the [modal verb](#) 'should'. There are also other forms including, 'ought to' and 'had better' which are more formal.

There are a number of formulas used when giving advice. Here are some of the most common:

- You should see a doctor.
- I don't think you should use that type of language at work.
- You ought to take your breaks.
- You ought not to work so hard.
- If I were you, I'd speak to my manager.
- If I were in your position, I'd speak to your colleagues.
- If I were in your shoes, I'd work less.
- You had better read the information sheet.
- You shouldn't work without your ear defenders.

Giving advice is simply giving an individual options, based on the information available to you or given by them. You should never tell the member what to do, the decision of what to do should be there's. We should always ensure the member makes the decisions on what to do next, our job is to give them the information they need and where necessary advice on what to do next. Honesty is also the best option.

### **Scenario**

Rep' Having listened to what you have said happened, I would advise you to speak to your manager and explain what went wrong'. If they find out anyway the consequences could be worse.

The decision to own up is the members as the consequences affect them.

The language used in the example above are suggestions not instructions. Ultimately the member should choose a course of action based on the information and advice you give, share the worst case scenario with them. The member should be given all the information and advice you have even if its not always rosy.

### **Guidance**

Guidance is the final stage of the process, once you have provided the member with the information they need, advised them of the options open to them and they have made a decision.

Your guidance should be based on that decision and outline the steps that need taking to get to the end goal.

### **Scenario**

Rep 'So having discussed the issue you have decided to raise a grievance this is what you need to do'.

1, 2, 3 based on your procedure.....

Remember the guidance is the final stage not the first stage. The member and what they want to achieve once we have passed on the Information and advice will dictate the guidance needed to reach their goal.