

Shop stewards critical to PSA's success

PSA shop stewards represent an active and critical component in ensuring that members of the Union of Choice are represented in their workplace. Shop stewards are elected as representatives by workers and are expected to have certain leadership qualities and skills to achieve their objectives. Shop stewards are required to serve and protect the rights and interests of employees and obey the employer's reasonable and lawful instructions.

Shop stewards, as brand custodians, are expected to act with integrity, honesty, and conduct themselves in a professional manner. Professional conduct is a basic quality that marks an influential shop steward. The way you communicate with others and provide a comfortable atmosphere to work in sets you apart as a professional. The PSA is guided by the values of loyalty, transparency, respect, integrity, consistency, and service excellence. The conduct of the Union's shop stewards must be aligned to these values. PSA shop stewards should conduct themselves in a manner that is fair without compromising members' rights and bringing the Union into disrepute.

Proper conduct is a combination of attitude, appearance and manners, and proper communication, including the way you look, act, and make decisions.

Professional behaviour is a form of etiquette in the workplace, linked primarily with respect, responsibility, competency, honesty, a positive attitude, courteous conduct, and dedication in the workplace, whilst guiding members through workplace challenges. Shop stewards should be well-groomed for the business and position and comply with policies. This also includes keeping organisational matters confidential, organising and attending relevant meetings and providing feedback to affected structures. This behaviour reflects professionalism and respect for not only the organisation you represent, but the workplaces where you are active.

Being elected as a shop steward does not give such an employee the right to behave as he/she pleases at any given time. They are still bound by the rules and guidelines of the employer and the Union they represent. Employers have the right to take disciplinary action against erring shop stewards as they are also employees in that workplace.

Whilst the PSA celebrates 102 years of service to public-sector employees, the Union expresses thanks and appreciation towards its shop stewards across the country for providing excellent services. Through your work and dedication, the PSA is more relevant than ever before in its history.

Sources

<https://www.psa.co.za/about-psa>

<https://www.labourlawadvice.co.za/articles/shop-stewards-are-not-untouchable/>

