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## Labor Relations

07/16/2019

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Refer to SEMA4 Help for the most current SEMA4 information. This learning guide may be less current than instructions found in SEMA4 Help.

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## Welcome

Welcome to the *Labor Relations* learning guide, part of the SEMA4 curriculum.

### Who should complete this guide?

Employees who enter, track and maintain grievance and disciplinary action information should take this course.

### What skills will I learn?

You will develop skills, using SEMA4, to record labor relations information for state employees. After completing the guide, you will be able to do the following tasks:

- Enter, update and correct grievance information
- Enter, update, correct and delete disciplinary action information

### What do I need to know before starting?

You must have completed *SEMA4 Overview*.

### How much time will this take?

Actual time will vary, but plan on about 3 hours.

### What do I need to proceed?

1. Access to SEMA4
2. Training user ID and password to sign in to the User Training database
3. Code (two-digit) to access training records

### How do I obtain User Training Database information?

First you must register for the course. After you do so, you will receive an email message with instructions, including a training user ID and password. Access the SEMA4 Training website for registration instructions.

### Directions

Read the introduction and work through each topic, completing walk-throughs and exercises.

### Follow-up

- Complete the evaluation form and send it to SEMA4 HR Services.
- Follow your agency's procedures for tracking completed training.

The resolution of grievances and employee discipline problems usually requires maintaining detailed records concerning the relevant issues or incidents and the steps taken to resolve them.

The SEMA4 system offers users the capability to enter, update and correct grievances and disciplinary actions. SEMA4 helps you maintain the level of documentation required in today's work environment.

After completing this guide, you will be able to enter, update and correct grievance and disciplinary action records.

Please continue to the first topic, *Entering Grievances*.

### Overview

One of the most important principles of labor relations is the right of designated employee representatives to file grievances and meet with employers to resolve them.

The contracts between the state and other exclusive employee representatives similarly define grievances as a dispute or disagreement as to the interpretation or application of any term or terms of the collective bargaining agreement between the union and the state. Each contract outlines procedures for initiating and resolving grievances.

The grievance procedure, as defined by the collective bargaining agreement, attempts to resolve grievances through meetings between representatives of the union and the employer. Each of these meetings is a step in the grievance process.

The grievance process typically has three steps. The collective bargaining agreement specifies the union and employer personnel who are involved in each step. The contract also outlines the allowable procedures and timeframes for submitting a grievance, convening a meeting between union and employer, reducing the grievance response to writing, and appealing the grievance. The grievance can be resolved at any point in the process.

As a dispute moves through the grievance process, higher-level agency representatives become involved. If a grievance is not resolved by the third step, the union may appeal the grievance to arbitration.

Use the Grievances component in SEMA4 to record formal grievances filed by designated employee representatives, and to track the steps taken to resolve those grievances. Do not use the Grievances component to track claims of sexual harassment, or other claims or complaints submitted by vendors, contractors, or the general public. Claims of sexual harassment and other complaints should be pursued through means other than the grievance process.

In addition, do not use the Grievances component to track complaints of individual employees who have not gone through their exclusive representatives to file a formal grievance.

Grievances are most often submitted to agencies in a written format, using standard forms developed by the exclusive employee representatives.

## View SEMA4 Help

Use SEMA4 Help to look up how to enter the grievance into SEMA4.

Action	Result
1. Access SEMA4 Help.	SEMA4 Help Contents page displays
2. Select <b>HR/Payroll Functions</b> .	HR/Payroll Functions page displays
3. Select <b>Labor Relations</b> .	Labor Relations – Contents page displays
4. Select <b>Overview</b> . <ul style="list-style-type: none"><li>• Read the overview.</li></ul>	Labor Relations – Overview page displays
5. Select the Back button on your browser.	Labor Relations – Contents page displays
6. Select <b>Processes, Tasks, &amp; Steps</b> .	Labor Relations – Processes displays
7. Select <b>Adding/Updating a Grievance</b> . <ul style="list-style-type: none"><li>• Scroll down and look at the steps.</li></ul>	Add/Update a Grievance - Steps displays
8. Exit SEMA4 Help.	

## Enter a Grievance Record – Walk-through

Let's practice entering a grievance into SEMA4. See the scenario below, and then follow the step-by-step instructions.

Employee Vera Piquette requested that a written reprimand for abuse of sick leave be removed from her file. One week later, Vera's supervisor notified her that the request was denied.

The employer received a grievance filed by AFSCME on behalf of Vera. The grievance claims that the employer violated the contract when it refused Vera's request. It asserts that, under Article 16, section 7C of the AFSCME agreement, the written reprimand should have been removed, because two years had elapsed since the date of the reprimand and no further disciplinary action related to sick leave had been taken against her.

Vera, her supervisor, and an AFSCME representative met to discuss the grievance. The agency denies the grievance, citing contract language stipulating that a written reprimand be removed from the personnel file upon the employee's request, provided that no further disciplinary action has been taken against the employee for two (2) years. The grievant had received two oral reprimands in the last six months regarding repeated tardiness, after a pattern of abuse had begun to develop. The agency's denial is reduced to writing in a letter to the union.

Action	Result
1. Sign in to the <b>User Training</b> database, using your training user ID and password.	Main Menu displays
2. Select Workforce Administration > Labor Administration > Record Grievances.	A search page displays
3. Select <b>Add a New Value</b> .	<b>Grievances Add a New Value</b> page displays
<p>4. In the <b>Grievance ID</b> field, highlight the zeros and type today's date in MMDDYYYY format followed by your two-digit code, with no punctuation. Example: 0918201901. Write the grievance ID here: <u>    </u><u>    </u><u>    </u><u>    </u><u>    </u><u>    </u><u>    </u><u>    </u><u>    </u><u>    </u>.</p> <p style="text-align: center;">M M D D Y Y Y Y 2-digits</p> <p>You will need to use this number in another walk-through.</p> <p>Select <b>Add</b>.</p> <ul style="list-style-type: none"> <li>• In the real database, you would enter the identification number assigned to this grievance, up to 10 digits.</li> <li>• Typically, an ID number is assigned to a grievance by the union filing it. You can track grievances more easily if you use this number as the Grievance ID.</li> <li>• The current grievance numbering system used by AFSCME consists of a 16-character code, which includes three hyphens. Eliminate the hyphens and the first three characters to reduce the ID to 10 digits.</li> </ul>	Grievance page displays

Continue on the **Grievance** page.

<b>Grievance</b>	Grievance Steps	Grievance Resolution
Grievance ID 0705201901		
<b>Filed By</b>		
<input checked="" type="radio"/> Employee/Applicant	00000023	<b>Piquette, Vera E</b>
<input type="radio"/> Union		
<input type="radio"/> Other		
<b>Security</b>		
Business Unit	B04AF	Department B041510 Dairy Svcs
*Grievance Date	05/22/2019	*Type PEF Personnel File
Description	Ms. Piquette filed a grievance asserting that the agency violated the contract when they refused her written request to remove a written reprimand for abuse of sick leave from her files. The grievant claims the written reprimand should have been removed, since two years have elapsed since the date of the reprimand, and no further disciplinary action related to sick leave has been taken against her.	
Contract Ref	Article 16, Section 7C	
*Status	Active	*Status Date 05/22/2019

Field Name & Description	Data
<p>1. Filed By group box</p> <ul style="list-style-type: none"> <li>Select the most appropriate radio button for the entity filing the grievance. You can only select one radio button.</li> <li>For most grievances, you will select either the Employee/Applicant or the Union radio button.</li> </ul>	Employee/Applicant
<p>2. Fill in the field that will appear to the right of the selected radio button as follows:</p> <ul style="list-style-type: none"> <li><b>Employee/Applicant</b> - When an employee files a grievance, enter the employee ID or select the lookup button and choose the employee ID. Press the <b>Tab</b> key.</li> <li><b>Union</b> - When a union files a grievance on behalf of an employee(s), enter or select the union code.</li> <li><b>Other</b> - When neither of the previous options is appropriate, fill in this field. Up to 50 characters may be entered. Use the Description field if you need more room.</li> </ul> <p>If multiple unions are filing the grievance, enter a separate grievance record for each union.</p>	00000023

Field Name & Description	Data
<p>3. Business Unit</p> <ul style="list-style-type: none"> <li>• Delete the default value. Select the lookup button and choose the business unit recording the grievance.</li> <li>• This code is used for grouping records into categories. The value is agency code + 2 characters representing a bargaining agreement or compensation plan. Examples: T79AF (for AFSCME), T79MP (for MAPE).</li> <li>• You must select the business unit before you can select the department.</li> </ul>	B04AF
<p>4. Department</p> <ul style="list-style-type: none"> <li>• Enter or select the department ID of the department recording the grievance.</li> <li>• If both the Business Unit and Department fields are completed, then only users with security access to that department can access the grievance record.</li> <li>• This code identifies an organizational entity, such as a department, division, or work group.</li> </ul>	B041510, Dairy Svcs
<p>5. Grievance Date</p> <ul style="list-style-type: none"> <li>• Enter the date of the grievance, which is the date the grievance is received by the employer.</li> </ul>	05/22/____ this year
<p>6. Type</p> <ul style="list-style-type: none"> <li>• Select the appropriate type of grievance.</li> <li>• If the grievance cites more than one alleged contract violation, enter the main or most important issue and note additional issues or grievance types in the Description field.</li> </ul>	PEF, Personnel File

Field Name & Description	Data
<p>7. Description</p> <ul style="list-style-type: none"> <li>Enter a brief description of the grievance, including the date of the event that caused this grievance to be filed. Be sure to include any additional Filed By information (such as employee IDs) or any additional grievance types.</li> </ul>	<p>Ms. Piquette filed a grievance asserting that the agency violated the contract when they refused her written request to remove a written reprimand for abuse of sick leave from her files. The grievant claims the written reprimand should have been removed, since two years have elapsed since the date of the reprimand, and no further disciplinary action related to sick leave has been taken against her.</p>
<p>8. Contract Ref</p> <ul style="list-style-type: none"> <li>Enter the relevant contract clause or reference under which the grievance was filed.</li> <li>Up to 40 characters may be entered.</li> </ul>	<p>Article 16, Section 7C</p>
<p>9. Status</p> <ul style="list-style-type: none"> <li>Select the grievance status.</li> <li>For a new grievance, select Active.</li> <li>Closed and Inactive are used for subsequent steps in the grievance process.</li> </ul>	<p>Active</p>
<p>10. Status Date</p> <ul style="list-style-type: none"> <li>Enter the date the grievance status became effective.</li> </ul>	<p>05/22/____ this year</p>

Select the **Grievance Steps** page. Use this page to enter grievance step information.

Grievance ID 0705201901  
 Grievance Date 05/22/2019      Grievance Type Persl File      Status Active

Data Find | View All    First 1 of 1 Last

\*Grievance Step  Step one grievance

\*Action Date

Resolution Date

Discussed With

Letter Code

Letter Dt

Step Resolution  Active: 1st Step Completed

Comment

Field Name & Description	Data
1. For this example, do <i>not</i> add a row. <ul style="list-style-type: none"> <li>To enter the initial grievance step data, do <i>not</i> add a row.</li> <li>If you need to add another step, add a row.</li> </ul>	
2. Grievance Step <ul style="list-style-type: none"> <li>Select the appropriate step.</li> <li>The step is the level at which the grievance is being heard or reviewed.</li> </ul>	1, Step one grievance
3. Action Date <ul style="list-style-type: none"> <li>Enter the date when grievance action was taken at this step.</li> </ul>	05/22/____ this year
4. Resolution Date <ul style="list-style-type: none"> <li>Enter the date this step was completed. This is the date when the appointing authority responded to the grievance.</li> <li>This is the date the <i>step</i> is completed, whether it results in a settlement of the grievance, denial, or progression to the next step.</li> </ul>	05/22/____ this year

Field Name & Description	Data
<p>5. Discussed With</p> <ul style="list-style-type: none"> <li>• Enter the name of the person consulted regarding the step.</li> <li>• Use the name format (Last,First with no spaces).</li> <li>• You may want to enter the supervisor/manager involved with the grievance, the Commissioner, Deputy Commissioner, or Human Resources/Labor Relations manager in the same agency, or a MMB Labor Relations staff member.</li> <li>• The Discussed With field can only hold one name. If you want to record more than one person, use the Comment field.</li> </ul>	Gradkowski,Bryan
<p>6. Letter Code and Letter Dt</p> <ul style="list-style-type: none"> <li>• Skip these fields.</li> </ul>	
<p>7. Step Resolution</p> <ul style="list-style-type: none"> <li>• Select the resolution of the grievance step.</li> </ul>	A1Y, Active: 1st Step Completed
<p>8. Comment</p> <ul style="list-style-type: none"> <li>• Enter any comments about the step or resolution, such as additional names or titles involved in the decision-making process, or relevant agency information.</li> </ul>	Grievance is denied. Grievant has received two oral reprimands in the last six months, after a pattern of tardiness had begun to develop. The contract states that a written reprimand shall be removed from the personnel file upon the employee's request, provided that no further disciplinary action has been taken against the employee for two years.

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Update a Grievance Record – Walk-through

You can update grievance information in SEMA4. Update a grievance record to indicate it has been settled, or add an additional step to the grievance. See the scenario below, and then follow the step-by-step instructions.

The union is not satisfied with the resolution of the grievance, and appeals it to the next step. The Human Resources director, Georgette Jefferson, represents the next level in the agency, which the Appointing Authority has designated to hear grievances.

In this second step, the union claims that past practice has established that the request for removal of a written reprimand can be denied only if a disciplinary action related to the subject of the written reprimand had been taken against the employee in the past two years. However, in the second step grievance hearing, the agency maintains its original position. The agency claims that the language of the contract is clear and does not refer to relatedness as a standard for removal of items from the personnel file. The agency denies the grievance in a letter to the union.

Action	Result
1. In the <b>User Training</b> database, select Workforce Administration > Labor Administration > Record Grievances.	A search page displays
2. In the <b>Grievance ID</b> field, enter the identification number assigned to this grievance (the number you wrote on page 7) and select <b>Search</b> . <ul style="list-style-type: none"> <li>If you do not know the grievance ID number, you may enter information in one or more of the other fields on the search page.</li> </ul>	<b>Grievance</b> page displays
3. Select the <b>Grievance Steps</b> page.	<b>Grievance Steps</b> page displays

Continue on the **Grievance Steps** page.

Field Name & Description	Data
1. For this example, you need to add a new row of information. Select the plus sign button to add a row.	Row 2 of 2 displays
2. Grievance Step <ul style="list-style-type: none"> <li>• Select the lookup button and choose the appropriate step.</li> <li>• This is the level at which the grievance is being heard or reviewed</li> </ul>	2, Step two grievance
3. Action Date <ul style="list-style-type: none"> <li>• Enter the date when grievance action was taken at this step.</li> </ul>	05/28/____ this year
4. Resolution Date <ul style="list-style-type: none"> <li>• Enter the date this step was completed.</li> <li>• This is the date the step is completed, whether it results in a settlement of the grievance, denial, or progression to the next step.</li> </ul>	05/29/____ this year
5. Discussed With <ul style="list-style-type: none"> <li>• Enter the name of the person consulted regarding the step. The format is Last,First.</li> </ul>	Jefferson,Georgette
6. Letter Code and Letter Dt <ul style="list-style-type: none"> <li>• Skip these fields.</li> </ul>	
7. Step Resolution <ul style="list-style-type: none"> <li>• Select the appropriate step resolution.</li> <li>• Grievance records converted from an earlier version of SEMA4 may display a status of CON - Conversion. You may update this field to a more appropriate value, if desired.</li> </ul>	A2Y, Active: 2nd Step Completed

Field Name & Description	Data
8. Comment <ul style="list-style-type: none"> <li>Enter any comments about the step or resolution, such as additional names or titles involved in the decision-making process, or relevant agency information.</li> </ul>	Union claims that the request for removal of a written reprimand can be denied only if a disciplinary action related to the subject of the written reprimand has been taken against the employee in the past two years. Agency maintains its original position: the language of the contract is clear.

Action	Result
1. To scroll between the two rows, select the right arrow button and left arrow button.	Each row displays
2. To see all rows, select <b>View All</b> .	All rows display

Select the **Grievance Resolution** page. When the final resolution is reached, complete this page.

[Grievance](#) | [Grievance Steps](#) | [Grievance Resolution](#)

Grievance ID 0705201901

Grievance Date 05/22/2019

Short Description Persl File Active

Final Resolution  🔍

Resolution Comments

254 characters remaining

Field Name & Description	Data
1. Final Resolution <ul style="list-style-type: none"> <li>Select the final resolution.</li> </ul>	Leave blank
2. Resolution Comments <ul style="list-style-type: none"> <li>Enter any comments about the final resolution.</li> </ul>	Leave blank

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays



Field Name	Data
<b>Grievance page:</b>	
Filed By	Union
Union Code	MAP
Business Unit	B13MP
Department	B132525, Admin Svcs
Grievance Date	06/16/____ this year
Type	OTE, Overtime, Eligibility
Description	The grievance claims that the employee's supervisor told them they could liquidate their overtime hours as comp time.  Sara Eslinger, Trumaine Duncan
Contract Ref	Article 27, Section 2
Status	Active
Status Date	06/16/____ this year
<b>Grievance Steps page:</b>	
Grievance Step	1
Action Date	06/16/____ this year
Resolution Date	06/16/____ this year
Discussed With	Rice,Seiji
Step Resolution	A1Y, Active: 1st Step Completed
Comment	For business needs, the supervisor, Seiji Rice, reversed the original decision and had them paid for the overtime.

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

**Part 2: Update a Grievance Record**

MAPE files a Step 2 grievance. The employees' supervisor discusses the grievance with the agency's labor relations representative. The Step 2 grievance hearing is held.

The parties agree that the employees can liquidate the overtime as comp time within the next 90 days. The employees agree to repay the overtime payments through payroll adjustments. The agency restates its right to approve or deny requests for time off based on business necessity. The supervisor apologizes to the employees for the inconvenience they have experienced.

In the **User Training** database, use the following steps to access a grievance record, and then update it with the information listed.

Action	Result
1. Select Workforce Administration > Labor Administration > Record Grievances.	A search page displays
2. In the <b>Grievance ID</b> field, enter the identification number assigned to this grievance (the number you wrote on page 16).	<b>Grievance</b> page displays

Field Name	Data
<b>Grievance</b> page: Status	Closed
Status Date	06/22/____ this year

Field Name	Data
<b>Grievance Steps</b> page: plus sign button	Select button to add a row
Grievance Step	2
Action Date	06/22/____ this year
Resolution Date	06/24/____ this year
Discussed With	Rice,Seiji
Step Resolution	CSN, Closed: Settled Nonmonetary
Comments	Both parties agree that employees can liquidate their overtime as comp time within 90 days. Employees will repay the overtime payments through payroll deductions. The supervisor apologizes to the employees for the inconvenience.
<b>Grievance Resolution</b> page: Final Resolution	CSU, Closed: Under \$10,000
Resolution Comments	Overtime was paid.

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Correct a Grievance Record – Walk-through

In this walk-through, you will correct a grievance record.

One of your colleagues looks up a grievance record and discovers that a name was misspelled. The colleague gives you the correct information to enter.

Action	Result
1. Sign in to the <b>User Training</b> database, using your training user ID and password.	Main Menu displays
2. Select Workforce Administration > Labor Administration > Record Grievances.	A search page displays
3. In the <b>Grievance ID</b> field, enter the identification number assigned to this grievance, 1425363601 and select <b>Search</b> .	<b>Grievance</b> page displays
4. Select the <b>Grievance Steps</b> page.	<b>Grievance Steps</b> page displays
5. For this example, the row you need to correct is displayed. <ul style="list-style-type: none"> <li>Alternatively, if you need to find another row, select the left arrow button or the right arrow button.</li> </ul>	

Continue on the **Grievance Steps** page.

Field Name & Description	Data
Discussed With <ul style="list-style-type: none"> <li>Enter the correct name.</li> <li>Use the name format (Last,First).</li> </ul>	Enter a different spelling of this name  If no name was displayed, enter a name here

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Review Questions

Review what you have learned, by answering the following questions. If you have difficulty answering the questions, review the topic.

1. To add a grievance, select Workforce Administration > Labor Administration > \_\_\_\_\_, and then select Add a New Value.
  - a. Grievance Data
  - b. Grievance
  - c. Record Grievances
  - d. Grievance Steps
2. How many characters can the Grievance ID hold?
  - a. 5
  - b. 10
  - c. 15
  - d. 20
3. In the Contract Ref field, what do you enter?
  - a. The referee attending the grievance meeting.
  - b. The relevant contract clause or reference under which the grievance was filed.
  - c. The contact name in the agency involved.
  - d. The name of the contract or plan.
4. True or False: Be sure to complete the Letter Code and Letter Dt fields.
  - a. True
  - b. False
5. Which button do you select to add another grievance step?
  - a. **Add** button
  - b. right arrow button
  - c. **Next in List** button
  - d. plus sign button
6. When the final resolution is reached, complete the \_\_\_\_\_ page.
  - a. Disciplinary Resolution
  - b. Grievances
  - c. Grievance Resolution
  - d. Enterprise Resolution

Check your answers on the next page.

## Review Answers

Check your answers to the review questions.

1. To add a grievance, select Workforce Administration > Labor Administration > \_\_\_\_\_, and then select Add a New Value.
  - c. Record Grievances
  
2. How many characters can the Grievance ID hold?
  - b. 10
  
3. In the Contract Ref field, what do you enter?
  - b. The relevant contract clause or reference under which the grievance was filed.
  
4. True or False: Be sure to complete the Letter Code and Letter Dt fields.
  - b. False. Leave these fields blank.
  
5. Which button do you select to add another grievance step?
  - d. plus sign button
  
6. When the final resolution is reached, complete the \_\_\_\_\_ page.
  - c. Grievance Resolution

Continue to the next topic, *Entering Disciplinary Actions*.

### Introduction

In a unionized environment, such as state government, it is important to keep accurate records of disciplinary actions. Disciplinary actions that may be taken are defined in each individual contract.

SEMA4 offers an on-line solution for recording employee disciplinary actions while restricting the number of individuals who access to these records.

After completing this topic, you will be able to enter disciplinary actions, update steps taken in the progressive discipline process, and correct existing records of disciplinary actions.

### View SEMA4 Help

Before entering disciplinary action information, complete the following steps to find SEMA4 Help.

Action	Result
1. Access SEMA4 Help.	SEMA4 Help Contents page displays
2. Select <b>HR/Payroll Functions</b> .	HR/Payroll Functions page displays
3. Select <b>Labor Relations</b> .	Labor Relations – Contents page displays
4. Select <b>Processes, Tasks, &amp; Steps</b> .	Labor Relations – Processes displays
5. Select <b>Adding a Disciplinary Action</b> . <ul style="list-style-type: none"><li>• Scroll down and look through the steps.</li></ul>	Add a Disciplinary Action - Steps displays
6. Exit SEMA4 Help.	

## Add a Disciplinary Action – Walk-through

Let's add a disciplinary action record into SEMA4. See the scenario below, and then follow the step-by-step instructions.

Dan Robinson, a maintenance worker for the Department of Natural Resources, Field Services, forgot to clean a third floor window. Cleaning this window is a regular part of his job. Dan has forgotten to clean this window on several previous occasions, for which he received a number of verbal warnings.

The supervisor discusses the most recent incident with her manager, and issues an oral reprimand to the employee that same day.

Action	Result
1. Sign in to the <b>User Training</b> database, using your training user ID and password.	Main Menu displays
2. Select Workforce Administration > Labor Administration > Record Disciplinary Actions.	A search page displays
3. In the <b>Empl ID</b> field, enter 005401 __ __ (substituting your two-digit code for the blanks) and select <b>Search</b> . <ul style="list-style-type: none"><li>• If a list displays, select the record you want to display.</li></ul>	<b>Disciplinary Action</b> page displays
4. For this example, the fields are blank, so you don't need to add a row. <ul style="list-style-type: none"><li>• If data displays in the fields, add a row before proceeding.</li></ul>	

Continue on the **Disciplinary Action** page.

[Disciplinary Action](#) | [Action Taken](#) | [Disciplinary Resolution](#)

**Robinson, Daniel Z** Person ID 00540101

Total Incident 1

**Disciplinary Action** Find | View All First 1 of 1 Last

\*Type  Disc., Unaccept. Performance

\*Reported Date

\*Description

Supervisor ID  Kosloski, Elana C

\*Purge Date

**Disciplinary Letter Information** Find | View All First 1 of 1 Last

\*Letter Code

Date Letter Printed

Field Name & Description	Data
1. Type <ul style="list-style-type: none"> <li>Select the lookup button and choose the type of misconduct for which the employee is being disciplined.</li> </ul>	DPF, Disc., Unaccept. Performance
2. Reported Date <ul style="list-style-type: none"> <li>Enter the date of the incident that resulted in the disciplinary action.</li> </ul>	04/26/____ this year
3. Description <ul style="list-style-type: none"> <li>Enter a description of the employee's conduct that led to the disciplinary action.</li> </ul>	The employee forgot to clean a third floor window. Cleaning this window is a regular part of his job.
4. Supervisor ID <ul style="list-style-type: none"> <li>Enter or select the employee ID of the employee's supervisor.</li> </ul>	00350000

Field Name & Description	Data
5. Purge Date <ul style="list-style-type: none"> <li>Enter the date the record of the disciplinary action can, upon request of the employee, be removed from SEMA4 and all hard copy files.</li> <li>To determine this date, check the bargaining agreement or plan.</li> <li>Remove this information if all contractual requirements for removal have been met.</li> </ul>	04/26/____ this year, because there will be no record of the oral reprimand in the employee's file
6. Letter Code and Date Letter Printed <ul style="list-style-type: none"> <li>Skip these fields.</li> </ul>	

Select the **Action Taken** page. Only one step may be entered for each incident.

Ignore the add button. Do not add more steps. Each disciplinary incident should have only one step.

Disciplinary Action
Action Taken
Disciplinary Resolution

**Robinson, Daniel Z** Person ID 00540101

Total Incident 1

**Disciplinary Information** Find | View All First 1 of 1 Last

Disciplinary Type DPF Disc., Unaccept. Performance + -

Reported Date 04/26/2019

**Action Taken** Find | View All First 1 of 1 Last

\*Disciplinary Step  Oral Reprimand + -

Step Resolution  Active: 1st Step Completed

\*Action Date  31

Discussed With

Comment  2

Field Name & Description	Data
<p>1. Disciplinary Step</p> <ul style="list-style-type: none"> <li>• Enter or select the step indicating the nature of the disciplinary action taken against an employee.</li> <li>• Permissible disciplinary actions (steps) are defined in the collective bargaining agreements.</li> <li>• You may only enter one step for each incident.</li> <li>• Ignore the add button in the Action Taken group box.</li> </ul>	<p>ORL, Oral Reprimand</p>
<p>2. Step Resolution</p> <ul style="list-style-type: none"> <li>• Select the resolution of this step.</li> <li>• If a grievance is filed, access the Grievance component to record/track the grievance steps.</li> </ul>	<p>A1Y, Active: 1st Step Completed</p>
<p>3. Action Date</p> <ul style="list-style-type: none"> <li>• Type the date the action was taken.</li> </ul>	<p>04/27/____ this year</p>
<p>4. Discussed With</p> <ul style="list-style-type: none"> <li>• Enter the name of the person, if any, consulted regarding the disciplinary action.</li> <li>• Use the name format (Last,First with no spaces).</li> <li>• You may want to enter the supervisor/manager involved with the disciplinary action, the Commissioner, Deputy Commissioner, another Human Resources/Labor Relations manager in the same agency, or a MMB Labor Relations staff member.</li> </ul>	<p>Adams,Tyrone</p>
<p>5. Comment</p> <ul style="list-style-type: none"> <li>• Enter additional information about this disciplinary action.</li> <li>• Example: If the employee was suspended, note the duration of the suspension. If the employee received a reduction in pay, state the amount of the pay reduction the employee received and the period of time over which it is in effect. You may want to include some comments about the history leading up to this action.</li> </ul>	<p>Employee has forgotten to clean this window on numerous previous occasions. He has also previously received a number of related verbal warnings.</p>

Select the **Disciplinary Resolution** page. When the final resolution is reached, complete this page.

[Disciplinary Action](#) | [Action Taken](#) | **[Disciplinary Resolution](#)**

**Robinson, Daniel Z** Person ID 00540101  
 Total Incident 1

Find | View All    First 1 of 1 Last

Disciplinary Resolution    Reported Date 04/26/2019

Disciplinary Type DPF    Disc., Unaccept. Performance

Final Resolution     Disciplinary Actn Not Grieved

Resolution Comments

254 characters remaining

Field Name & Description	Data
1. Final Resolution <ul style="list-style-type: none"> <li>Select the appropriate final resolution of the disciplinary action. Example: DNG</li> </ul>	DNG, Disciplinary Actn Not Grieved
2. Resolution Comments <ul style="list-style-type: none"> <li>Enter any comments about the final resolution.</li> </ul>	Leave blank

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Update Disciplinary Action Information – Walk-through

Most employee conduct issues are resolved after a single disciplinary action. However, on occasion, employees continue to violate the same rules of conduct even after being disciplined. In these instances, the employee may be subject to successive steps of progressive discipline for similar incidents of misconduct.

This walk-through gives an example of using progressive discipline to address a recurring employee discipline problem. See the scenario below, and then follow the step-by-step instructions.

Jared LeMond is a receptionist whose work hours are 8:00 a.m. to 4:30 p.m. However, he repeatedly shows up late for work. The receptionist responsibilities cannot be carried out in his absence without pulling staff from another work area. The receptionist position involves a significant degree of public contact, and several complaints have been submitted because there is no one at the reception desk when the office opens.

After several warnings about tardiness, the receptionist reported to work late on two days, and received oral reprimands on each of those days from his supervisor, who stressed the need to be at the reception desk when the office opens at 8:00 a.m. No noticeable improvement in punctuality occurred after either of these incidents. Because the receptionist has not responded to these oral reprimands, and arrived 30 minutes late on another day, he is given a written reprimand. The supervisor conferred with the manager before issuing each reprimand.

Action	Result
1. Sign in to the <b>User Training</b> database, using your training user ID and password.	Main Menu displays
2. Select Workforce Administration > Labor Administration > Record Disciplinary Actions.	A search page displays
3. In the <b>Empl ID</b> field, enter 002501 __ __ (substituting your two-digit code for the blanks) and select <b>Search</b> .  <ul style="list-style-type: none"> <li>If a list displays, select the record you want to display.</li> </ul>	<b>Disciplinary Action</b> page displays
4. In the Disciplinary Action box, select the plus sign button to add a row of information.  <ul style="list-style-type: none"> <li>Don't wipe out the existing row of data.</li> </ul>	blank fields display

Continue on the **Disciplinary Action** page. Notice that the Total Incident number is 3.

Field Name & Description	Data
1. Type <ul style="list-style-type: none"> <li>Select the lookup button and choose the type of misconduct for which the employee is being disciplined.</li> </ul>	DTD, Discipline, Tardiness
2. Reported Date <ul style="list-style-type: none"> <li>Enter the date of the incident that resulted in the disciplinary action.</li> </ul>	05/27/____ this year
3. Description <ul style="list-style-type: none"> <li>Enter a description of the employee's conduct that led to the disciplinary action.</li> </ul>	Employee arrived to work 30 minutes late on May 27. This was the third incident of tardiness this month.
4. Supervisor ID <ul style="list-style-type: none"> <li>Enter or select the employee ID of the employee's supervisor.</li> </ul>	00260000
5. Purge Date <ul style="list-style-type: none"> <li>Enter the date the record of the disciplinary action can, upon request of the employee, be removed from SEMA4 and all hard copy files.</li> </ul>	11/27/____ next year

Select the **Action Taken** page. Only one step may be entered for each incident.

Field Name & Description	Data
1. Disciplinary Step <ul style="list-style-type: none"> <li>Enter or select the step.</li> </ul>	WRT, Written Reprimand
2. Step Resolution <ul style="list-style-type: none"> <li>Select the resolution.</li> </ul>	A1Y, Active: 1st Step Completed
3. Action Date <ul style="list-style-type: none"> <li>Enter the date the action was taken.</li> </ul>	05/28/____ this year

Field Name & Description	Data
4. Discussed With <ul style="list-style-type: none"> <li>Enter the name of the person, if any, consulted regarding the disciplinary action.</li> </ul>	Nguyen, Carrie
5. Comment <ul style="list-style-type: none"> <li>Enter additional information about this disciplinary action.</li> </ul>	He received oral reprimands on May 17 and May 20 stressing the need for him to be at the reception desk when the office opens at 8:00 am. He was referred to EAP, however there has been no noticeable improvement in the employee's punctuality. Because he has not responded to these oral reprimands, and arrived 30 minutes late on May 27 he was given a written reprimand on May 28.

Select the **Disciplinary Resolution** page. When the final resolution is reached, complete this page.

Field Name & Description	Data
1. Final Resolution <ul style="list-style-type: none"> <li>Select the appropriate final resolution of the disciplinary action. Example: DNG</li> </ul>	DNG, Disciplinary Actn Not Grieved
2. Resolution Comments <ul style="list-style-type: none"> <li>Enter any comments about the final resolution.</li> </ul>	Leave blank

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Enter and Update a Disciplinary Action – Exercise

In this exercise, you will practice entering and updating disciplinary action information.

### Resources

You may use the following resources to complete the exercise:

- Walk-throughs and screen prints in this topic
- SEMA4 Help

### Directions

In the **User Training** database, use the following data to enter a new disciplinary action record. Later, you will change information on another record.

#### Part 1: Enter a Disciplinary Action

Employee Dustin Phelps arrived to work in street clothes, without his uniform. He mentioned that he had misplaced it while reorganizing a closet. The supervisor announced that for safety and security reasons, all custodians must wear their uniforms on the job. The next day, he still did not have the uniform, stating that it was in the laundry. At the end of the week, he explained that it was at the tailor because the hem had unraveled and a button had gone missing. The supervisor gave him a reminder.

The following Monday, he failed to wear the uniform because it needed ironing, and the next day it was at the cleaners due to a catastrophic barbeque sauce spill.

The supervisor conferred with the agency's Human Resources office about the action that should be taken.

The supervisor issued an oral reprimand, informing the employee that inattention to the dress code will not be tolerated, and that further disciplinary action will be taken if the situation occurs again.

Action	Result
1. Select Workforce Administration > Labor Administration > Record Disciplinary Actions.	A search page displays
2. In the <b>Empl ID</b> field, enter 003601 __ __ (substituting your two-digit code for the blanks) and select <b>Search</b> .	<b>Disciplinary Action</b> page displays

Field Name	Data
<b>Disciplinary Action</b> page:	
Type	DUN Discipline, Uniforms
Reported Date	06/17/____ this year
Description	Employee arrived to work without his uniform on June 17. This was the fifth incident this month.
Supervisor ID	00370000
Purge Date	06/17/____ this year, because the oral reprimand does not become part of the personnel record
<b>Action Taken</b> page:	
Disciplinary Step	ORL, Oral Reprimand
Step Resolution	A1Y, Active: 1st Step Completed
Action Date	06/17/____ this year
Discussed With	Hamilton, Jakari
Comment	Employee was informed that the uniform is a requirement of the job, and failure to wear it will not be tolerated. Further disciplinary action will be taken if the incident occurs again.
<b>Disciplinary Resolution</b> page:	
Final Resolution	DNG, Disciplinary Actn Not Grieved

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Part 2: Update a Disciplinary Action Record

Laura Klein, an eight-year employee for the Department of Transportation in Cambridge, who had previously accumulated a significant leave balance, has demonstrated an established pattern of sick leave abuse. The employee is often ill on Fridays and Mondays. In addition, she often calls in sick for colds and sore throats, rather than for significant medical conditions. In several discussions, the supervisor has made it clear to Laura that she needs to be at work. The work unit needs a full-time employee in her position. Because of her frequent absences, the workload of the unit has been adversely affected. Laura was also referred to EAP. However, no noticeable improvement in the attendance record occurred.

Laura received two oral reprimands as her sick leave balance approached zero. When the leave balance reached zero, the supervisor required a medical statement for the next absence. Laura did not produce the medical statement.

After conferring with the manager, the supervisor gave Laura a written reprimand.

In the **User Training** database, use the following steps to access a disciplinary action record, and then update it with the information listed.

Action	Result
1. Select Workforce Administration > Labor Administration > Record Disciplinary Actions.	A search page displays
2. In the <b>Empl ID</b> field, enter 002701 __ __ (substituting your two-digit code for the blanks) and select <b>Search</b> .	<b>Disciplinary Action</b> page displays
3. Select the plus sign button to add a row of information. <ul style="list-style-type: none"> <li>Don't wipe out the existing row of data.</li> </ul>	blank fields display

Field Name	Data
<b>Disciplinary Action</b> page:	
Type	DSA, Disc., Sick Leave Abuse
Reported Date	05/27/____ this year
Description	For absence due to illness on May 27, employee failed to produce a medical statement, as required by her supervisor.
Supervisor ID	00280000

Field Name	Data
Purge Date	5/27/____ next year
<b>Action Taken</b> page: Disciplinary Step	WRT, Written Reprimand
Step Resolution	A1Y, Active: 1st Step Completed
Action Date	05/27/____ this year
Discussed With	Wheelwright,Emma
Comment	Employee has demonstrated an established pattern of sick-leave abuse. Her sick leave balance is at zero. She was referred to EAP, however, no noticeable improvement has occurred.
<b>Disciplinary Resolution</b> page: Final Resolution	DNG, Disciplinary Actn Not Grieved
Resolution Comments	Leave blank

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
2. Select <b>Home</b> .	Main Menu displays

## Correct a Disciplinary Action Record – Walk-through

Sometimes mistakes are made when entering data. In this walk-through, you will correct disciplinary action information that was entered by mistake.

You discover that the first step of a disciplinary action has been entered incorrectly. By mistake, a disciplinary record has the wrong person listed in the Discussed With field, and incorrect information in the Comments field.

Action	Result
1. Sign in to the <b>User Training</b> database, using your training user ID and password.	Main Menu displays
2. Select Workforce Administration > Labor Administration > Record Disciplinary Actions.	A search page displays
3. In the <b>Empl ID</b> field, enter 002901 __ __ (substituting your two-digit code for the blanks) and select <b>Search</b> .	<b>Disciplinary Action</b> page displays
4. In this example, there is only one row of disciplinary action. <ul style="list-style-type: none"> <li>Alternatively, if you need to find the row to correct, select the left arrow button or the right arrow button.</li> </ul>	
5. Select the <b>Action Taken</b> page.	<b>Action Taken</b> page displays

Continue on the **Action Taken** page.

Field Name & Description	Data
1. Discussed With <ul style="list-style-type: none"> <li>Highlight the incorrect name and type the correct name.</li> </ul>	Applebaum, Kerwin
2. Comment <ul style="list-style-type: none"> <li>Highlight the incorrect comment and press the <b>Delete</b> key. Type the correct comment.</li> </ul>	Employee was warned that if he is found sleeping on the job again, further disciplinary action will be taken.

Action	Result
1. Select <b>Save</b> .	<i>Saved</i> displays briefly
2. Keep this record displayed, to use in the next walk-through.	

## Delete a Disciplinary Action Record – Walk-through

Continue working with the same record from the previous walk-through.

You can delete a disciplinary action, upon request of the employee, at the appropriate time. Refer to your agency's policies and procedures and the applicable bargaining agreement or plan to determine if you are required to delete this information. You may also be required to delete the record following a grievance settlement.

Two years have passed, and now Travis Monroe has requested that his disciplinary action record be deleted. After referring to the agency's policies and procedures and the applicable bargaining agreement or plan, you will delete the record.

Action	Result
1. Select the <b>Disciplinary Action</b> page.	<b>Disciplinary Action</b> page displays
2. View the date in the <b>Purge Date</b> field, for each row. In this example, there is only one row. Choose one of the following: <ul style="list-style-type: none"> <li>• If today's date is on or after the Purge Date, continue below.</li> <li>• If today's date is <i>before</i> the Purge Date, do not delete this information until that time.</li> </ul>	Continue, because today's date is after the Purge Date

Continue on the **Disciplinary Action** page.

Action	Result
1. In the Disciplinary Action group box, select the minus sign button.	A message asks you if you want to delete the current row
2. Select <b>OK</b> .	Fields are blank
3. Select <b>Save</b> .	<i>Saved</i> displays briefly in the upper-right corner
4. Select <b>Home</b> .	Main Menu displays

## Review Questions

Review what you have learned, by answering the following questions. If you have difficulty answering the questions, review the topic.

1. To add a disciplinary action record, select \_\_\_\_\_ > Labor Administration > Record Disciplinary Actions.
  - a. Workforce Development
  - b. Organizational Development
  - c. Workforce Administration
  - d. Set Up HRMS
  
2. How can you view each row of disciplinary actions for an employee?
  - a. Select **Previous in List** button and **Next in List** button.
  - b. Select right arrow button and left arrow button.
  - c. Select plus sign button and minus sign button.
  - d. Select down button and up button.
  
3. To determine what to enter in the Purge Date field, where can you find out when a disciplinary action can be removed from an employee record?
  - a. Check an administrative procedure.
  - b. Check the employee's contract or plan.
  - c. Check the statute.
  - d. Check the agency's intranet site.
  
4. In the Action Date field, what do you enter?
  - a. The date the disciplinary action was taken.
  - b. The date the information was entered into SEMA4.
  - c. The date of the incident that resulted in the disciplinary action.
  - d. The date the disciplinary action was reported to HR.

Check your answers on the next page.

## Review Answers

Check your answers to the review questions.

1. To add a disciplinary action record, select \_\_\_\_\_ > Labor Administration > Record Disciplinary Actions.
  - c. Workforce Administration
  
2. How can you view each row of disciplinary actions for an employee?
  - b. Select right arrow button and left arrow button.
  
3. To determine what to enter in the Purge Date field, where can you find out when a disciplinary action can be removed from an employee record?
  - b. Check the employee's contract or plan.
  
4. In the Action Date field, what do you enter?
  - a. The date the disciplinary action was taken.

Please continue to the *Conclusion*.

### Summary

In this guide, you learned how to use SEMA4 to enter, update and correct grievances and disciplinary actions.

You will want to check with your supervisor or your agency's Labor Relations manager to determine the extent to which these SEMA4 components will be used, and any special procedures which will be used in conjunction with tracking disciplinary actions and grievances.

### Objectives

This learning guide included the following topics:

- *Entering grievances*

You learned to add, update, and correct a grievance record.

- *Entering disciplinary actions*

You learned to add, update, correct, and delete a disciplinary action record.

### Evaluation

Please complete the Evaluation form on the next page and return it to SEMA4 HR Services.

**Labor Relations**

Your Name (Optional) \_\_\_\_\_ Date \_\_\_\_\_

Agency \_\_\_\_\_

For the topics you completed, check the box which best describes what you learned.

<b>Vocabulary</b>	<b>I fully understand</b>	<b>I am slightly confused</b>	<b>I do not understand</b>	<b>Was not addressed</b>
Grievance ID				
Contract reference				
Type of grievance				
<b>Concepts</b>				
Grievance step				
Disciplinary step				
Step resolution				
Purge date				
<b>Processes</b>				
Finding instructions in SEMA4 Help				
Entering a grievance record				
Updating or correcting a grievance record				
Entering a disciplinary action record				
Updating or correcting a disciplinary action record				
Deleting a disciplinary action record				

In what three ways will you apply what you have learned in this guide?

- 1.
- 2.
- 3.

Write any other comments here. Thank you!