



# PORTRAIT OF A WELL-ORGANIZED WORKPLACE

## The union is visible to members and management every day.

- **Face-to-face visits.** Stewards or union volunteers walk through the workplace regularly. They have relationships with all members, not just elected leaders.
- **Complete coverage.** There is a steward or union volunteer on every shift, in every department. The list is written down, regularly updated, and widely available.
- **Lively meetings.** Membership meetings are regular and well-attended.
- **New hires join.** A union representative attends every new employee orientation.
- **Word gets around.** There is regular communication through newsletters, flyers, up-to-date bulletin boards, and a member-to-member network.

## We defend our standards and enforce our contracts.

- **Action is the norm.** Members mobilize and use collective action to solve everyday problems. Grievances are not our primary line of defense.
- **We know our rights.** Contracts are widely available and promptly distributed, both electronically and in print.
- **Stewards do it.** Stewards are trained and empowered to resolve issues at the lowest level, including filing grievances.
- **Boss knows it.** Managers do not act unilaterally or abusively, because they know they will get pushback.

## Members own the union.

- **Confidence.** Members feel that their union is strong and can resolve problems.
- **Easy access.** Through stewards, members have immediate access to resources to resolve their problems, without having to track down the union rep.
- **Participation.** Members participate in union-wide programs and campaigns.
- **Pride.** Members are glad they belong to the union. Social events are well-attended.

