

Scenario - Planning a Worksite JLMC

Assume for this scenario that you are an employee at the worksite identified below. Come up with a plan of how you would approach the scenario.

Consider the following questions as you write your JLMC plan:

- 1) Issue Identification. What are the appropriate and key issues that you would like the JLMC to focus on?
- 2) Formation of the JLMC team. Who would you notify on the union side to request the JLMC? How would you go about identifying members for the team? What factors would you consider in recommending certain employees?
- 3) Overall Strategy. Assume the JLMC will meet once a month for approximately six months. What issues would you address first? What resolution will you seek for these issues? What potential challenges might you face from management and how would you deal with them?
- 4) Communication with the membership. What methods will you use to involve the members at the worksite in the JLMC process? How can this JLMC serve as an organizing tool?

The Scenario:

It's 2011 and the State of California is increasing its use of new technology at its call centers. There is talk of outsourcing much of the work to lower costs. Given the State's continuing budget crisis, the public and media are clamoring for more efficient and cost effective public services. Six months ago, one of the State's largest departments, the Community Relief Assistance Program (CRAP), begun using a number of new technologies in its Sacramento Call Center. CRAP met with the Union in an official 'meet and confer' process one month prior to the change. The Union negotiated training for the 300 affected employees and had lengthy discussions about the impact of the new technology on their workload.

Unfortunately, the new technology training for the Sacramento Call Center was brief and some of the instructors seemed ill prepared and had no background in technology. In addition, the implementation of the new software programs has resulted in higher workload as the department is trying to capture more caller information than ever before. Due to a highly critical 2010 internal performance review of call center efficiencies, management seems under the gun and is constantly applying pressure on employees to get the job done quicker. Your co-workers feel like they are under a microscope and are stressed out. How will you use the JLMC process to resolve their concerns?