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# CWA Bargaining Process Overview

1. Kick off internal organizing drive.

5. Bargaining surveys and proposals distributed to members.


13. Contract expiration. If no tentative agreement is reached, negotiations continue.

17. If T.A. rejected, company and union may continue negotiations.

2. District meeting to elect bargaining committee.

6. Members submit bargaining proposals to locals.

10. All articles of the existing contract including benefits are subject to renegotiations.

14. Tentative agreement is reached.

3. Locals develop mobilization structures.

7. Bargaining unit meetings to review and prioritize bargaining items.

11. Negotiations continue; proposals and counter-proposals continuously passed. Bargaining updates posted after each session.

15. Locals hold contract explanation meetings with members.

4. Locals rolls out mobilization timeline.

8. Submit bargaining items to the committee.

12. Strike authorization vote is taken. Mobilization activities continue.

16. Contract ratification vote

18. Implementation of new contract
Building Membership Participation

Education is vital!

If workers don’t understand the issue or how it affects them, they will be less willing to get involved in workplace actions.

The primary vehicle for education is through one-on-one, worker-to-worker contacts.

- Your structure must be used to deliver one-on-one education on the issues.
- Education is carried out by the Work Group/Building Mobilization Coordinators, who will discuss specific issues one-on-one with 10-20 workers.
- During your one-on-one contacts you will get push back.
- Make sure you prepare yourself to answer questions that arise.
- DO NOT BLUFF! If you don’t know the answer find out before you respond.

One-on-One Contacts

1. BE PREPARED
2. Introduce yourself.
3. Make eye contact.
4. Contact at the right time. Do not contact an employee during normal working hours. Catch them during break, lunch, or before or after work when they don’t seem rushed for time.
5. Be yourself. Smile, relax, and use the kind of language you use every day.
6. Have some piece of information (the education piece) to give to the worker to break the ice.
7. Be polite. If a worker refuses to talk to you, don’t get into an argument; tell the person you’ll catch them another time (do follow up).
8. Be frank. If you get a question that you can’t answer, don’t try to bluff. Tell the person you will try to get the answer for him or her.
9. Don’t preach. You should talk about the issue to help lead the person to his/her own conclusion after presenting the facts. This is a much more effective approach than a “hard sell.”
10. Listen. This is the most important thing you can do.
11. Listen to what the worker says; it will give you insight into their particular concerns and objections. Meaningful discussion of key issues at the worksite is as important as any other result.
Mobilization Toolbox

Every contract campaign is different and requires tools appropriate to the employer, members, and work location. The following are just some of the tactics CWA members have used in previous contract campaigns. Remember to provide mobilization reports and photos to show off your tactics and share your ideas!

Pre-bargaining preparation

- Build clear local mobilization structure with accountability
  - Contact information should include text and email
  - “Local Mobilizers have an awesome text message and email tree and are able to change actions quickly. It drives management crazy!!”
- Mass education of stewards, mobilizers, and activists
- Membership bargaining survey
- Make strike committee assignments, picket duty assignments and phone trees. (THE BEST WAY TO AVOID A STRIKE IS TO PREPARE FOR ONE.)
- Remind members to begin saving for strike
- Educate members about strike authorization vote
  - Members brought their strike authorization votes to work and turned them in to the Union as a solidarity action
- Member Relief Fund training for the Local
- Media training for spokesperson from the Local

Keep members informed

- Regular fact sheets and flyers to all members
  - One-on-one (best)
  - Desk drops
  - Hand out at building entrance
  - Distribute bargaining reports
  - “We handed out packets with bargaining information to members”
- Mass e-mails and/or text messages
  - Build e-mail and text lists by asking members to sign up for bargaining reports
- Update local web site, Facebook, tapes, and Twitter
- Break/lunchroom chats where members can come in and talk to officers, stewards, or mobilizers about mobilization and bargaining
Solidarity colors and visibility

- Wear red on Thursdays
  - If red shirts aren’t allowed, wear red ties, shoes, scarves, nail polish, etc.

- Variations on wearing red:
  - Those not wearing red receive extra information; those wearing red receive candy
  - Black on Fridays
  - Red wristbands, ribbons, armbands (“We ‘armed’ our members with armbands to wear until we have a fair contract.”)
  - Put “greedy green” day into the mix. (“Due to excellent communication by the mobilizers and activists, over 90% of the membership showed up in green! One manager stated that she was amazed that we had that much organization.”)
  - Wore blue shirts, because they are blue without a contract
  - Workers asked to “Dress for Success”; members showed up to work in pajamas!

- Stickers or buttons
  - Good to put stickers on I.D. badges so can use them every day

Stand ups and noise making

- Stand ups (“Stand up for your rights”)

- 5-10 members continue with silent office walks 3 times daily with tape over their mouths, while others stand in solidarity at their desks.

- Pencil tapping, clapping, chanting, “clickers,” jingle bell bracelets, balloon pop, shake pill bottles or soda cans filled with rice, etc.
  - “Concerned management isn’t hearing our message. So every thirty minutes they stand and shout ‘We Want a Contract!’”
  - “Cell phone alarms were set to go off as a reminder to stand up and hold up signs!”
  - “Coughing jag caught everyone by surprise”

- Timing
  - 10-2-4 (“Dr. Pepper”)
  - Every even hour or every odd hour
  - 11:50 am every day (for Local 1150)
  - Increasing frequency: “Standing & noise action frequency is now each half hour, increasing noise levels to let AT&T know we are waiting for a fair contract.”
  - “Whatever noise we can EVERY HOUR, mixing up the times to catch management off guard. Several managers in the building are about to implode!”
  - “Times vary daily to keep management on their toes, and are communicated via text to Stewards and Mobilizers”

- Truck starts/GPS pings for outside forces (those without GPS call and check in with supervisor)

- Prem techs honk as they leave the lot

- Members downloaded the “Talking Tom” app to repeat to the managers “NO CONTRACT – NO PEACE” on a daily basis.
Decorate worksites

- Members were reminded “Why we wear Red” and hung the information in their cubes.
- Decorate cubicles, lockers, and bulletin boards:
  - Balloons, ribbons, stickers, streamers, mini picket signs, t-shirts on back of chairs
  - Posters showing who they are fighting for in this contract battle.
  - Shoes or pictures of shoes: “These shoes are made for walking”; “Ready to walk”
  - American flags for “Fighting for the American Dream” (“Members take their American Flags on their daily hallway walks as they chant ‘What do we want? A CONTRACT. When do we want it? NOW.’”)
  - “Passed out mobilization packages: yellow crime tape, because it is a crime how the Company is treating us and our healthcare and a red balloon so the Company will not deflate our benefits and hopes. Everyone has decorated their desks. All you see is red balloons and yellow crime tape!!”
- Personal cars in company parking lot:
  - Handmade signs, printed sun visors, balloons, writing on windshield
- Hold contest for best cubicle, best floor, best workgroup
- “Celebrated ‘No Take Back’ holidays. They dressed in holiday gear to show the Company DON’T TOUCH, HANDS OFF.”
- Magnets saying “Fighting for the American Dream” & “Proud to be Union”. Magnets were placed on lockers in the common area break room.
- Bilingual relay center is posting National mobilization flyers in both Spanish and English to show how proud they are of the work that they do

Walk in together

- Unity walks in silence
  - Members all wore black, they walked in silently, not speaking to the Company, showing solidarity and support for CWA bargaining teams
  - Daily silent walk-ins to support our Bargaining team continue, symbolizing that, since the Company has nothing positive to say, we have ABSOLUTELY NOTHING to say to them
- Unity walks with chanting or noisemakers
  - Begins the day with members walking into the office in solidarity, chanting once the door is closed
  - Managers were surprised when one shift came in all together blowing party horns!
  - Members walked in together, gathered in the hall and walked around the call center whistling “Mighty Mighty Union”
Respond to specific company proposals

▪ Absence: “In response to AT&T’s absence proposal, members were handed the plan along with kits that contained a barf bag, green pills and four leaf clovers.”

▪ Dress code proposal: “Ban the Razor” campaign; growing beards and mustaches before AT&T tries to ban facial hair as part of their ridiculous dress policy

▪ Health care day
  o Members come in with walkers, canes, wheelchairs, bandages, Band-Aids, bottles of medication, surgical masks, apples (“An apple a day”)
  o Local handed out packages including “Affordable Healthcare under AT&T’s plan” containing a q-tip, cotton ball, aspirin, and band-aid
  o Members brought all their meds from home to show the Company how important our healthcare is

Mass requests and grievances

▪ Mass requests for personnel files (and any other files employees are entitled to see)

▪ Request to receive a live paycheck

▪ Pay cell and landline bills by check

▪ File mass grievances (e.g., over threats of discipline)

Boycott company-branded items

▪ Boycott branded apparel; turn in to supervisor or hang it out on the line at Union halls and garages
  o “Boycotted wearing company-branded DirecTV shirts while the Company liaison was in the building; instead 95% of the members wore red!”
  o Escalated branded apparel boycott by cutting the logos out of their work shirts so the CWA logo on their t-shirt underneath would show through; Locals are collecting logos for the next action

▪ Return “Trash & Trinkets”
  o Collect any items with company logo
  o Deliver to local manager or send to bargaining team to return at the table
  o “A care package was sent off to our bargainers thanking them for all they have done thus far, and a “special” box has been sent for the at&t bargainers filled with lots of trinkets members have collected over the years, with a letter asking them to give us a fair contract and affordable healthcare in exchange.”
CWA message on company systems

- Change status or signature line on voicemail, out-of-office responses, e-mails, text messages, etc. (important to verify what’s allowed under company policy):
  - “CWA Proud”; “CWA Member”; ”CWA Local XXXX Union Member”
  - Red font

Workplace rallies and picketing

- Informational picketing or rallies before or after work or at lunchtime
- After work or weekend cookouts
- Lunchtime mini-rally in the elevator lobby on every floor
- “We rallied in building atrium, causing security to make phone calls about the noise level.”

Health and safety

- Health breaks
  - Take micro breaks hourly as recommended in company’s ergonomic training manual that employees are required to read annually
  - Group break walks around the office once or twice daily
  - Follow the Company’s ergonomic recommendations to stand hourly and walk around as stated in the policy, and remind their co-workers to do the same

- Stress breaks

- Do a quality job safely every time.
  - As the heat becomes more severe, safety of the membership requires more attention.
  - Make sure safety and protective gear is functioning properly
  - Use the “Ask Yourself” policy with every interaction

- If you witness any unsafe working conditions or OSHA violations, report them to your stewards or officers. You can also contact OSHA directly and then notify your local.

- Observe Workers Memorial Day, April 28
Quality

- Follow every company policy
  - “Members refused to provide passwords for system access when approached by managers, reminding management that sharing passwords is a COBC violation”
- Ask managers about anything that is unclear
- Our members pride themselves on the level of quality customer service they provide for our customers; we demonstrate that with every interaction
- “I Forgot” Friday; “forgetting” all login information and AT&T badges
- “Everyone had system trouble at 8:30AM and had to reboot; many of them decided to take a walk while the systems were coming back up.”

Boycott OT

- “Members have begun boycotting the excused non-paid time the Company is offering. It appears that much of the work is being done by the contingency work force that AT&T hired to replace CWA in the event of a strike, and to make up for the wages, the Company is asking CWA members to go home without pay.”
- “Refusing on-call until we get a contract, so the Company has implemented a 24x7 rotation in all areas. The Local anticipates the rotation will cause a burden on management with the low number of technicians and great distance they cover due to Company downsizing.”

Show support for bargaining team

- Members signed a card in support of the bargaining team
- Members kicked off bargaining in a Sea of Red, standing to show solidarity with our bargaining team
- Begin every day with a moment of silence in support of the bargaining team.
- Fridays are “Hats off to our bargaining team” where the members are wearing their favorite hats (baseball caps, even a helmet!)
Direct communication to company

- On-line postcard or petition to company
- Letter-writing campaign to CEO, other executives, board members
- Technicians, on their daily huddle call, expressed their disgust with bargaining and the Company’s stupid demands. They formally requested the supervisor forward their comments to upper management.
- Submit questions via company’s bargaining website
- Members sign posters or petitions that say “We Demand a Fair Contract”; posters or petitions are delivered to the District Level manager on premise and/or bargaining table
- Collect proxies (usually early spring) to deliver at annual meeting

Non-participation in company “feel good” activities

- “About a 90% rate of non-participation in Company feel-good programs”
- Company’s regional motivation games “SOUP” are being boycotted, stating “No contract, NO SOUP”, and members received wooden spoons from the Local saying, “CWA Stirring it up”
- Wore RED CWA shirts during a recognition event held by management.
- The center managers held spirit week to help boost their spirits; however, members boycotted all activities put in place by managers!

Visits by company executives and higher level managers

- Visit by Senior VP was greeted by a demonstration outside & members wearing “Impeach Stephenson” shirts.
- Surprise visit from the GM. Members asked her to pass the message up to the Company bargainers that they are not happy with the retrogressive proposals. The GM also got to experience the daily silent walk, which was followed by tapping and chants of “What do we want? A contract” & “We want a fair contract”
- Company VP visited the office and was presented with cards from members asking for a fair contract
Public education

- Mass rallies in public locations
- Lunchtime or after work rallies at company HQ or other locations with high visibility
  - Information tables or picketing in front of buildings
  - Use picket signs (remember to say “Informational Picketing”), banners, rat
- Leaflet Post Office (especially near Tax Day, Christmas rush, other busy times)
  - “Members went to several post offices
    handing out flyers to the public. Most people
    were not surprised by the fact AT&T only
    pays less than 2% of taxes & wanted to know
    what they could do to help make a
    difference.”
- Go en masse to regulatory hearings
- Meet with retiree groups, community groups affected
  by company policies
- Leaflet: “Corporate Greed and Keeping Jobs in [city
  or state]”
- Leaflet, picket, write letters to key customers
- Try to get “earned” media (news coverage) of bargaining and mobilization
- Paid media, including newspaper or radio ads, billboards, banners from planes
- Leafleting at public events, especially those sponsored by company
  - Picket public appearances of management and Board Members or at company-
    sponsored events
  - Check company website for corporate sponsorships
  - Minor and major league baseball (Check for company giveaway nights at
    mlb.com; go to Schedule, then Team-by-Team; look for the Regular season
    schedule for your team, then look for the “promotions and giveaways” or
    “promotions and events” calendar.)
  - College and pro basketball, football, hockey,
    soccer, golf
  - “For company’s March of Dimes fundraiser,
    instead we are walking for team CWA
    Minnesota”
- Holiday events and parades (Labor Day, Memorial
  Day, Christmas, New Year’s, MLK Day, etc.)
- Street theater
  - “The theme was ‘dodge ball’ and the 1% that
dodge taxes. Four dodge balls were
  autographed by the representatives of the 99%
  and delivered to corporate tax dodgers. One of
  the balls was delivered to the Syracuse AT&T
  office. But of course, the district manager
  would not personally accept it; he dodged it!”
**Strike preparation and week before expiration**

- Mobilizers passed out a “What is a scab?” flyer
- Mobilizers put together strike preparedness packets for members, so they will know what resources are available to them in their communities in the event of a strike.
- Post picket duty assignments
- Distribute striker certification forms
- Candlelight vigils
- Funerals for expiring contact
- Clean out lockers and desks
  - Mobilizers passed out “Pack It and Picket” bags for them to take personal items home on Thursday
  - We reminded members to take home personal items as well as training manuals, cheat sheets, job aids, etc. (or lock them in their desks)
- Thursday all of the lockers were cleaned, left open & tied with red ribbons. Management took pictures of the locker room and called union leaders into a meeting to discuss the safety issue of leaving the lockers open. (WOW, we got their attention!) The Company threatened the Union with responsibility if anyone was injured.
  - “Technicians were prepared to leave computers, phones, keys & vehicles on Friday but the Company never asked for those things. Good thing, because many of the Techs forgot their chargers.”
- Members stood at the door waving goodbye to managers, telling them to get a good night’s sleep
- Strike watch gatherings at local hall; serve pizza; make picket signs

**Respond to company’s strike prep**

- Management scab training
  - “Management scabs are training in the building, and mobilizers make sure they also receive the info being distributed to management”
  - “We greeted managers in training by lining the driveway with members’ cars. Inside we distributed red balloons and cookies in the same area near the training.”
  - Posted the Wall Street Journal Story “Inside AT&T’s Strike Boot Camp” and encouraged our members to share it on all social media.
- The Company has notified techs they will have to turn their vehicles in the week of April 2. Members will be mobilizing around that action.
  - “The techs were also worried about the quantity of time it would have taken to inventory each vehicle before it was removed from their control for the weekend or duration of a strike, but knew it would be important for them to stay as long as it took to ensure everything was accurately accounted for when they left, and upon their return.”
After expiration (if necessary)

- “Working Without a Contract” flyer and one-on-one talks with members
- Continue mobilizing

Organizing

- Internal (“One location became 100% organized!”)
- External
  - Contractor & retailer organizing drives
    (e.g., Best Buy, Radio Shack, Apple, Costco, Wal-Mart)

Seek support from allies

- Retirees
- Other CWA locals
- Other unions, CLCs, and state feds
- Working America
- Jobs with Justice
- Occupy
- Other 99% Spring participants (MoveOn)
- Union-friendly officials and candidates
  - Attend politicians’ events
  - Ask for commitments to support union
  - “A few members went to the Democratic Party event held this weekend known as ‘Truman Days’ in hopes to gain support from union-friendly politicians, and have put together a time line to start going door-to-door in efforts to gain the public’s support in electing union-friendly politicians.”
  - Postcards and letters to local, state, or federal officials

Strike

- Mass picketing
- Mobile picketing (“Flying Squadrons” following managers doing our work)
- Selective strikes
- Picketing homes and offices of officers and directors
- Payday rallies
- Family Rallies and picket lines
Using the Right to Concerted Activity in Mobilization

National Labor Relations Act, Section 7:
“Employees shall have the right to self-organization, to form, join, or assist labor organizations, to bargain collectively through representatives of their own choosing, and to engage in other concerted activities for the purpose of collective bargaining or other mutual aid or protection, and shall also have the right to refrain from any or all of such activities except to the extent that such right may be affected by an agreement requiring membership in a labor organization as a condition of employment as authorized in section 158(a)(3) of this title.”

Mobilization activities inside the workplace

1. Wearing Union buttons and insignia
   Employees have a right to wear union pins, buttons, or insignia unless the employer can prove special circumstances justifying restrictions. A company cannot legally prohibit employees who do not have visual customer contact from wearing union insignia unless the messages are too vulgar or inflammatory. A company can legally prohibit insignia bearing vulgar or inflammatory messages that could reasonably provoke conflict among employees. But even for employees who work in public areas where there is customer contact, such as on a retail floor, the mere fact of customer contact is not a special circumstance justifying a complete ban on union insignia, though reasonable limitations on size and tastefulness are permissible. Customer dissatisfaction with seeing a pro-union message is not a special circumstance, either.

   Even retail sales employees in continuous interaction with customers have the right to wear union buttons that are small, tasteful, and inconspicuous. A company does have the right to prohibit the wearing of union insignia that disparages the company’s product. Put another way, employees do not have a protected right to disparage their employer’s product in the eyes of customers. Aggressive messages that condemn the company’s treatment of employees, or that criticize the company’s ability to produce a good product when employee morale is low due to poor treatment, do not constitute product disparagement.

2. Stand ups
   Employees standing up at their work stations in unison at a designated time during work. Telephone contact employees should be careful to keep the headsets on when they stand and not disrupt live customer calls.

   Any interruption of work should be kept to a minimum. This action is effective in gaining attention because it demonstrates mass employee solidarity. The employees should sit back down in unison, taking a prearranged specific number of seconds for the action.

3. Other activities
   Many other varieties of legal group activities inside the workplace can be imagined and organized consistent with these principles of the right to engage in concerted activity under Section 7 of the NLRA.
Mobilization outside the workplace

1. **Informational picketing**
   It is protected activity for employees not on work time to engage in peaceful informational picketing on public sidewalks or other public property to communicate the Union’s message, whether done at the workplace or away from the workplace. Employees do not have to be on strike to engage in informational picketing, and informational picketing conducted during employees’ non-work time does not constitute striking.

   For example, employees may engage in informational picketing on the public sidewalk during non-paid lunch breaks. Informational picketing may be conducted at locations far removed from the workplace, such as bus stops, fairs, city parks, or other places. Informational picketing on public property is protected not only by the NLRA, but also by the First Amendment, under freedom of speech and assembly.

   Caution: informational picketing may not induce employees to engage in work stoppage. If work stoppage occurs it is no longer informational picketing. Such activity would then be interpreted as a strike, which will be in violation of the no-strike article of the contract if the contract has not expired. If picketing induces employees of a different company to cease work, such as truck drivers refusing to make deliveries, it is no longer protected as informational picketing and the picketers may be interpreted as engaging in illegal conduct if the Union is not on strike. Informational picketing signs should contain a disclaimer stating that the picketing is informational only and that no employees of any employer should cease work. The same considerations regarding product disparagement discussed above under “Wearing union buttons and insignia” applies to informational picketing.

2. **Banners, blimps, inflatable animals**
   Displaying banners and inflatable animals (such as rats) on public property with pro-Union messages or messages criticizing the company’s labor relations. Examples might be setting up a large inflated rat with a sign stating: “AT&T is a rat toward its employees” or displaying a large banner stating: “Shame on Verizon”. As long as you avoid obscenity, product disparagement, or threats of violence, your messaging is limited only by your creativity.

3. **Consumer support**
   It is legal and protected to call for consumer boycott of the company’s products, so long as the product itself is not disparaged. For example, it is protected conduct for employees to ask consumers to show their support for the employees’ struggle for better working conditions by boycotting telephone service; but it is not protected conduct for employees to ask consumers to boycott telephone service because the company provides shoddy service. On the other hand, for example, it is protected for employees to ask consumers to boycott the product because the company is subcontracting the work to poorly trained contract workers - because this message relates to the Union’s legitimate concern for protecting its members’ jobs. Protected consumer boycott messages may be distributed by leafleting on public property such as the public sidewalk.
4. **Reverse consumer boycott**  
The unique “reverse boycott” message with which District 6 leafleted consumers in support of the 2008 Mobility bargaining was legal, protected, concerted activity. The leaflets asked consumers not to purchase AT&T products at “agency” stores that sold the products through contract with AT&T, but instead to go to “real AT&T” stores and buy their products through real AT&T employees. The leaflets were not obscene or violent. They did not induce any employee to cease work. They did not disparage AT&T’s product, but to the contrary praised AT&T stores as providing better quality than the “agency” stores. Two of the “agency” stores sued CWA in federal courts claiming that the leaflets illegally defamed them. In both cases the judges ruled that the leafleting campaign was legal and dismissed the lawsuits.

5. **Electronic overload action**  
It is legal protected activity for the Union to appeal to consumers to flood the company with calls and emails in support of better working conditions for the employees.

**Violence and property damage never protected**  
Committing violence, vandalism, or property damage is never protected. An employee who engages in such conduct is subject to termination of employment, criminal prosecution, injunction, and/or money damages.

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**NOTICE**

This outline presents general information. It is not intended to substitute for advice from a trained professional Union representative tailored to the unique variables of a specific situation. Your local officers have quick access to professional CWA staff and elected leaders who are professionally trained in the application of these principles of labor law to different situations. In addition, they have ready access to CWA’s experienced labor attorneys as needed.
**Unions: The Folks That Brought You . . .**

Through collective bargaining and political activity, unions have made better lives for all Americans. The labor movement was the chief player or a critical ally in accomplishments ranging from ending child labor to protecting our air and water:

1935 National Labor Relations Act passed; outlawed company unions and gave workers the right to organize their own unions and act collectively

1938 Minimum wage
   Child labor abolished
   40-hour week and paid overtime
   Social Security
   Unemployment insurance

1938 CWA established (then called the National Federation of Telephone Workers)

1963 Equal Pay Act bans wage discrimination for women

1964 Civil Rights Act bans race discrimination

1965 Voting Rights Act
   Medicare and Medicaid

1967 Age Discrimination in Employment Act bans discrimination based on age

1972 Occupational Safety and Health Act (OSHA) establishes basic safety protections for workers

1970 Clean Air Act

1972 Clean Water Act

1993 Family Medical Leave Act (FMLA) passed

2009 Lilly Ledbetter Fair Pay Act passed; restores the rights of working women to fight pay discrimination

2010 Affordable Care Act ensures health care for all Americans

Contract provisions on medical benefits, retirement security, sick leave, holidays, vacations, working conditions, and many other issues were won gradually, contract by contract. It took hard work, sacrifice, and mobilization to get where we are today.
Picket Line Chants

Hey, hey, what do we say,
We want a contract right away!
(or) Give us a contract with equal pay!
(or) ____________ is here to stay!
(or) ____________ all the way!

Hey, hey, don’t delay,
We want a contract right away!

Hey, hey, what should we do,
Organize our whole damn crew!

Hey, hey, what do you know,
The boss is moving mighty slow!

Hey, hey, ho, ho
Union busting’s got to go!
(or) Corporate greed has got to go!

Hey, hey, ho, ho
Where did all the money go!

We’re fired up - won’t take no more!

(Thump, thump clap) 4x
(tune: We Will Rock You)
We are, we are
UNION!
We are, we are
UNION!

___________ is unfair
All we want is our fair share!

They say cut back,
We say fight back!

There ain’t no power
Like the power of the people,
Cuz the power of the people don’t stop!

What do we want? Contract! (or union,
pension, benefits, etc….)
When do we want it? Now!

Lies and tricks will not divide,
Workers standing side by side!

Call: Everywhere we go-o
Response: Everywhere we go-o
Call: People want to know-o
Response: People want to know-o
Etc.
Who we are
So we tell them
We are the union!
The mighty, mighty union
We are the union!
The mighty, mighty union
(Repeat)

UNION!

Wanna know what all the fuss is?
We are standing up for justice!

Union town, through and through
you for me and me for you.

Boss says yes, we say no!
Boss says hell yes, we say hell no!

Boss says cut back,
We say fight back!

Boss says give back.
We say fight back!

Boss says takeaways
We say no way!!

El pueblo unido jamas sera vencido!

The workers, united, will never be defeated!

1, 2, 3, 4
We know what we’re out here for!
(or) We won’t take it anymore!
(or) No one should be working poor!

5, 6, 7, 8
Come on ______, negotiate!
(or) Come on ______, play it straight!
(or) Where’s our contract, why so late?
When I say Union, you say power,
*Call:* UNION
*Response:* POWER

Who’s got the power?
We got the power.
What kind of power?
Union power!

*Call:* We are...
*Response:* Union!

We’re gonna beat (pause) back the boss attack
We’re gonna beat beat back the boss attack!
(Yeah!)

Hey, hey, ho ho,
Union power is on the go!
(or) Poverty wages have got to go!
(or) Where did all the money go!
(or) Union busing has to go!

_______, rich and rude
We don’t like your attitude!

Hey, hey, what do we say.
We want a contract right away!
Hey, hey, don’t delay
Give us a contract with fair pay!
Hey, hey, what should we do?
It’s you for me, and me for you!
Hey, hey what do you know?
(employer) moving mighty slow!

Hey, hey, ho, ho.
Union power is on the go!

Union power on the rise
Now’s the time to organize

C-W-A
**Solidarity Forever**

*Tune: “John Brown’s Body”*

*Words: Ralph Chaplin*

When the Union’s inspiration through the workers’ blood shall run,
There can be no power greater anywhere beneath the sun.
Yet what force on earth is weaker than the feeble strength of one?
For the union makes us strong.

**Chorus:**
Solidarity forever
Solidarity forever,
Solidarity forever
For the union makes us strong

They have taken untold millions that they never toiled to earn,
But without our brain and muscle not a single wheel would turn;
We can break their haughty power, gain our freedom when we learn –
That the union makes us strong

**Chorus**

In our hands is placed a power greater than their horded gold;
Greater than the might of armies magnified a thousandfold;
We can bring to birth the new world from the ashes of the old,
For the union makes us strong

**Chorus**

It is we who plowed the prairies; built the cities where they trade;
Dug the mines and built the workshops, endless miles of railroad laid;
Now we stand outcast and starving midst the wonders we have made;
But the union makes us strong.

---

**Solidaridad para siempre**

*En los vives de la aire
Luchan por su libertad*

*Todos los trabajadores
Quieten ya vivir an paz.*

*Ys por eso, companero
Nos tenamos que juster*

*Con Solidaridad!*

---

**Coco:**

Solidaridad para siempre
Solidaridad para siempre
Solidaridad para siempre
!Que viva nuestra union!

---

**Coco**

Vsamos, vemos, campesino
Los derechos a peliar
Con el corazon an alto
Y con fe en la Unidad.

Qua la fuerza de los pobres
Come las olas del mra
La injusticia va inunder!

---

**Coco**

It is we who plowed the prairies; built the cities where they trade;
Dug the mines and built the workshops, endless miles of railroad laid;
Now we stand outcast and starving midst the wonders we have made;
But the union makes us strong.
Roll the Union On
Tune: http://youtu.be/v4YeDI4R9MA
Words: John Handcox

Chorus:
We’re gonna roll, we’re gonna roll, we’re gonna roll the union on
We’re gonna roll, we’re gonna roll, we’re gonna roll the union on
If the boss gets in the way, we’re gonna roll right over him
Roll right over him, roll right over him
If the boss gets in the way, we’re gonna roll right over him
We’re gonna roll the union on

Chorus
If the scabs gets in the way, we’re gonna roll right over them
Roll right over them, roll right over them
If the scabs gets in the way, we’re gonna roll right over them
We’re gonna roll the union on

Chorus
If [insert the scoundrel of your choice] gets in the way, we’re gonna roll right over him/her
Roll right over him/her, roll right over him/her
If [scoundrel] gets in the way, we’re gonna roll right over him/her
We’re gonna roll the union on

This Little Light of Mine
This little light of mine
I’m gonna let it shine
This little light of mine
I’m gonna let it shine
This little light of mine
I’m gonna let it shine
Let it shine, let it shine, let it shine.

Every where I go
I’m gonna let it shine
Everywhere I go
I’m gonna let it shine
Every where I go
I’m gonna let it shine
Let it shine, let it shine, let it shine.

All around the union world
I’m gonna let it shine
All around the union world
I’m gonna let it shine
All around the union world
I’m gonna let it shine
Let it shine, let it shine, let it shine.

This little light of mine
I’m gonna let it shine
This little light of mine
I’m gonna let it shine
This little light of mine
I’m gonna let it shine
Let it shine, let it shine, let it shine.

Step by Step
Step by step the longest march can be won, can be won
Many stones can form an arch, singly none, singly none
And by union what we will can be accomplished still
Drops of water turn a mill, singly none singly none

(Can be sung as a round)
We Shall Not Be Moved
We shall not, we shall not be moved
Just like a tree that’s standing by the water
We shall not be moved
The union is behind us, we shall not be moved
Just like a tree that’s standing by the water
We shall not be moved
We’re fighting for our freedom . . .
We’re fighting for our children . . .
We’re building a mighty union . . .
Black and white together . . .
Young and old together . . .

De Colores
(In Colors)
De colores, de colores se visten los campos en la primavera,
De colores, de colores son los pajaritos que vienen de afuera,
De colores, de colores es el arco iris que vemos lucir,
Y por eso los grandes amores de muchos colores me gustan a mi,
Y por eso los grandes amores de muchos colores me gustan a mi.

Canta el gallo, canta el gallo con el Quiri,
quiri, quiri, quiri, quiri,
La gallina, la gallina con el cara cara, cara,
cara, cara,
Los polluelos, los polluelos con el Pio, pio,
pio, pio, pio
Y por eso los grandes amores de muchos colores me gustan a mi,
Y por eso los grandes amores de muchos colores me gustan a mi.

Lift Ev’ry Voice and Sing
Music: John R. Johnson
Words: James W. Johnson

Lift ev’ry voice and sing, till earth and heaven ring,
Ring with the harmonies of liberty;
Let our rejoicing rise, high as the listening skies,
Let it resound loud as the rolling sea.
Sing a song full of the faith that the dark past has taught us,
Sing a song full of the hope that the present has brought us;
Facing the rising sun of our new day begun,
Let us march on till victory is won.

Stony the road we trod, bitter the chastening rod,
Felt in the days when hope unborn had died;
Yet with a steady beat, have not our weary feet,
Come to the place for which our fathers sighed?
We have come over a way that with tears has been watered,
We have come, treading our path through the blood of the slaughtered;
Out from the gloomy past, till now we stand at last
Where the white gleam of our bright star is cast.

Lift ev’ry voice and sing, till earth and heaven ring
Let us march on till vic-tor-y is won!
(Victory is won!)
**This Land Is Your Land**

“This Land Is Your Land” was written by Woody Guthrie in 1940. It was written in response to Irving Berlin’s “God Bless America.” Guthrie considered that song unrealistic and complacent, and was tired of hearing Kate Smith sing it on the radio, so he wrote a different song, originally called “God Blessed America for Me”. Guthrie varied the lyrics over time, sometimes including more overtly political verses that often do not appear in recordings or publications.

**Chorus:**
This land is your land, this land is my land
From California to the New York island;
From the redwood forest to the Gulf Stream waters
This land was made for you and me.

As I was walking that ribbon of highway,
I saw above me that endless skyway:
I saw below me that golden valley:
This land was made for you and me.

**Chorus**
I’ve roamed and rambled and I followed my footsteps
To the sparkling sands of her diamond deserts;
And all around me a voice was sounding:
This land was made for you and me.

**Chorus**
When the sun came shining, and I was strolling,
And the wheat fields waving and the dust clouds rolling,
As the fog was lifting a voice was chanting:
This land was made for you and me.

**Chorus**

As I went walking I saw a sign there
And on the sign it said “No Trespassing.”
But on the other side it didn’t say nothing,
That side was made for you and me.

**Chorus**
In the shadow of the steeple I saw my people,
By the relief office I seen my people;
As they stood there hungry, I stood there asking
Is this land made for you and me?

**Chorus**
Nobody living can ever stop me,
As I go walking that freedom highway;
Nobody living can ever make me turn back
This land was made for you and me.
UNION LYRICS TO POPULAR TUNES

We Are, We Are Union!
Tune: “We Will Rock You”
Words: Julie McCall

Chorus:
We are, we are UNION!
We are, we are UNION!

People here today gotta work hard, play hard
Working at the post office the live long day
We’re workers on the move, Union groove
Look out buddy we’re coming on through

Chorus

Try to privatize us, try to downsize us
You can’t make us back down today
You’re a big disgrace, get out of our face
CWA’s on your case

Chorus

Hangin’ on longer, Union makes us stronger
We’re gonna fight for our rights today
We’re really hot, not gonna stop
Union power will put us on top

Chorus

When the Poor Have Won Their Rights
Tune: When the Saints Come Marching In

Oh when the poor, have won their rights
Oh when the poor, have won their rights
Oh I want to be in that number
When the poor have won their rights

Oh when the rich, must share the wealth
When the rich must share the wealth
Oh I want to be in that number
When the rich must share the wealth

When every worker has a job
When every worker has a job
Oh I want to be in that number
When every worker has a job

When health care’s free for you and me
When health care’s free for you and me
Oh I want to be in that number
When health care’s free for you and me

When every worker’s organized
When every worker’s organized
Oh I want to be in that number
When every worker’s organized

Oh when the Union leads the way
When the Union leads the way
Oh I want to be in that number
When the Union leads the way
Lean on Me
*Music & words: Bill Withers*

Sometime in our lives
We all have pain, we all have sorrow
But if we are wise
We know that there’s always tomorrow

*Chorus*
Lean on me, when you’re not strong
And I’ll be your friend
I’ll help you carry on
For it won’t be long
‘Til I’m gonna need somebody to lean on

Please, swallow your pride
If I have things you need to borrow
For no one can fill
Those of your needs that you won’t let show

You just call on me brother, when you need a hand
We all need somebody to lean on
I just might have a problem that you’ll understand
We all need somebody to lean on

If there is a load
You have to bear that you can’t carry
I’m right up the road
I’ll share your load, if you just call me

You just call on me sister, when you need a hand
We all need somebody, to lean on
I just might, have a problem, that you’ll understand
We all need, somebody to lean on

*Chorus*

Unity
*Tune: Lean On Me*
*Words: Julie McCall*

Sometimes on our jobs, we feel alone
We just can’t take it
But if we organize, history has shown
That we can make it

*Chorus*
UNITY — we can be strong
We can have friends
To help us carry on
Yes, we can hang on
As long as we have a Union to lean on

When the boss gets you down
We’ll pick you up
Help you to fight it
Hard times come around, but if you are wronged
We’ll try to right it

Just call on your union when you need a hand
We all need somebody to lean on
You just might have a grievance that we’ll understand
We all need somebody to lean on

*Chorus*
**My Union Stands By Me**
*Tune: Stand By Me
Words: Julie McCall*

When the boss calls me in  
And the axe is about to fall  
And the pink slip is all that I can see  
I’m not afraid, no I’m not afraid  
Cause I know the union stands by me

*Chorus:*
Oh, brothers, sisters, stand by me  
Oh, stand by me  
I know my union stands by me

When I’m pulled off my job  
And they want to conference me  
And a grievance form is what I really need  
I’m not uptight at all  
Cause I’ll just give my steward a call  
And I know that my Union stands by me

*Chorus*
Well, the time has come  
When we all must organize  
Cause a Union is our only remedy  
So I’ll go spread the word  
And let my voice be heard  
Cause I know that my Union stands by me.

---

**My Union**
*Tune: My Guy
Words: Julie McCall*

Nothing you could say could take me away from my Union  
Nothing you could do, ‘cause my point of view is Union  
I know my rights, I’m standin’ tall  
My Union contract says it all  
I’m sayin’ it from the heart  
I can’t be torn apart from my Union

Nothing you could find gives me peace of mind like my Union  
Nothing you could get gives me self- respect like my Union  
We’ve all fought hard for what we’ve got  
And when it comes to organizing--we’re hot!

You’d best be believin’  
that I’m really needin’ my Union  
As a matter of opinion, I think we’re tops  
Union members are the cream of the crop  
As a matter of fact, we all agree  
That Street Heat [or this street] is the place to be!

No company lie could make me say good-bye to my Union  
No dirty tricks, cause I’m gonna stick with my Union  
I’ll stand by you, you’ll stand by me  
Cause we’ve got solidarity  
There’s not a boss today who could scare me away from my Union.
Work! Work!
*Tune: “Do You Love Me” by Barry Gordy
Words: Gloria Britton-Ellis

Chorus
We are Union – We are on the move
We are Union – Come join the groove
We are Union – Mobilizing members
Now let us – Or-or-or-gan-IZE

Watch us now, hey!
WORK! WORK!
Our union really – WORKS! WORKS!
To protect our benefits now – WORK!
WORK!
Building Union Power –WORKS!

We address the issues – We address the issues
And we don’t give up – We don’t give up
Building coalitions – Building coalitions
Let every voice be heard – Every voice be heard

BUILDING! STRONGER! POWER!!!
Watch us work!

Chorus
Watch us now, hey!
Work! Work!
Our union really – Works! Works!
In unity now – Work! Work!
Our union really – WORKS! (repeat)

Marching in the Street
*Tune: Dancing in the Street

Calling out around the town,
Get up on your feet!
The struggle is here and the time is right
For marching in the street

Chorus:
Down on Larned, and at Lafayette, here in Detroit City....
All we need is Unions, strong Unions.
There’ll be Unions everywhere.
There’ll be swinging, swaying and pepper spraying
While we’re marching in the street.

Oh, it doesn’t matter who they are, they can’t push us back too far
So come on everybody, grab a sign, and join us on this picket line!
We be marching, we’re marching in the streets.

We want negotiation, not confrontation, a chance for all to meet
There’ll be swinging, swaying, and pepper spraying
While we’re marching in the street.

Chorus
Oh, it doesn’t matter who they are, they can’t push us back too far.
So come on everybody, grab a sign, and join us on this picket line!
Cause we’re marching, we’re marching in the street.
**Union Lyrics to Christmas Songs**

**Here’s to Our Stewards**  
*Tune: Frosty the Snowman*  
*Words: Julie McCall*

Here’s to our stewards!  
They’re the Union’s heart and soul  
Every worker goes to these heroes  
When injustice takes its toll

Here’s to our stewards!  
When the conflict is intense  
If the boss gets rough, they will stand with us  
They’re our first line of defense.

There seems to be no end to grievance forms that they compile  
And they’re completely awesome when they defend the rank-and-file!

Here’s to our stewards!  
They know every contract clause  
Bring the New Year in by awarding them  
Our unanimous applause!

**12 Days of Barg’ning**  
*Tune: 12 Days of Christmas*

On the first day of barg’ning, my union won for me:  
1) a union wage with job security

On the second day of barg’ning my union won for me:  
2) paid health insurance and a union wage with job security  
3) workplace health and safety  
4) shift differential  
5) a voice at work  
6) pay equity  
7) vacation and sick leave  
8) posting and promotions  
9) grievance procedure  
10) seniority protections  
11) paid family leave  
12) a pension at retirement

**Organizing Workers in This Land**  
*Tune: Walking in a Winter Wonderland*  
*Words: Julie McCall, Labor Heritage Foundation*

CEO’s are you listening?  
On respect we’re insisting  
In each industry our plan’s gonna be Organizing workers in this land

All you rich politicians  
Unions want recognition  
You’d better take note, we’re using our votes  
And organizing workers in this land

We all share a vision for our movement  
One day working poor will not be found  
We won’t stop until we win improvements  
And there’s a living wage in every town!

So let’s join those committees  
Time to build Union Cities  
It’s a beautiful sight when we all unite  
Organizing workers in this land
The CWA Constitution requires two steps: a secret ballot vote of the members and Executive Board authorization. In addition, by longstanding policy, the CWA Executive Board has delegated to the President the authority to set the strike date.

Each step of the strike approval process should be incorporated into our bargaining strategy process. Most of our bargaining is resolved successfully prior to a strike due to our preparation, effective bargaining and mobilization. Many of the information and preparation items listed in Step 2 are regularly performed months in advance of a bargaining deadline. Their importance only grows as we contemplate a strike.

As the decision to strike or not is so important, answers to the following questions must be provided in a timely fashion to evaluate the request for Executive Board authorization and the President setting the date.

This strike approval process, and the required analysis and forms, will enable us to work together to choose the most effective strategy for our members seeking successful agreements.

**Step 1: Strike Vote by the Members**

The CWA Constitution, Article 18, Section 6 provides the procedure for a Local strike vote and is replicated:

CWA Constitution: Section 6 – In taking a strike vote Locals shall act in accordance with the following minimum requirements:

a. The Locals shall, upon reasonable notice, call a meeting of its members, wherever feasible, and present the issue or issues involved in the proposed strike;

b. The members present at such meeting shall vote by secret ballot on the question of whether or not a strike shall be called;

c. Where meetings cannot, feasibly, be called, a secret ballot shall be taken of the members, by mail or otherwise, on the question of whether or not a strike shall be called;

d. A majority of the members voting shall determine whether or not a strike shall be called;

e. Copies of notice of the result of strike vote shall be sent to the Vice President and to the President of the Union.
Step 2: Strike Request Authorization Made to the Executive Board

The Constitution states that after a strike vote has been taken and a strike is imminent, and the Vice President has notified the President, the President shall notify the Executive Board within 10 days to determine the action to be taken. Prior to a Board Poll to request strike authorization, the responsible Vice President must provide the following information.

1. **General Information**
   a. Date of request: ______________________
   b. Local Number: ________________________
   c. Vice President designated Key bargaining Contact:
      i. Phone Number: _______________________
      ii. Cell Phone Number: ____________________
   d. Appropriate District, Division, and Sector Vice President supports. Names of Approving Officers: ____________________________
      ______________________________________
      ______________________________________

2. **Employer Information**
   a. Employer Name: ________________________________
   b. Services, Products or Line(s) of Business: ________________________________
      ______________________________________
   c. Number of CWA-represented employees in bargaining unit: __________
   d. Number of members/non-members by local (if more than one local is involved): __________
   e. Number of work locations: __________
   f. Total number of employees at parent employer: __________
   g. Total number of CWA members at parent employer: __________
   h. Employer website address: ________________________________

3. **Bargaining Status**
   a. Contract expiration date: ______________
   b. How many bargaining sessions have been held: __________
c. Date of last bargaining: ________________

d. Dates of future bargaining sessions: ________________________________

e. Summary of bargaining (include specific management demands and proposals that are major problems): ______________________________________

____________________________________________________________________

____________________________________________________________________

____________________________________________________________________

f. Who is top employer contact and what is their title: ________________

____________________________________________________________________

4. Strike Vote and Preparation

a. Date of strike vote: ________________

i. Number of eligible members: ________

ii. Number voting “yes”: ________

iii. Number voting “no”: ________

b. Is local in legal position to strike: □ YES □ NO

i. Have the legal notices been properly given: □ YES □ NO

ii. Have the notices required by the contract been properly given: □ YES □ NO

If YES to (i) or (ii), provide copies of notices.

c. Is the bargaining unit in the public or health care sector:

□ YES □ NO

d. If the unit is a public sector, what is legal authority to permit a strike if the President sets the date: ________________________________

____________________________________________________________________

____________________________________________________________________

e. If the unit is governed by the health care requirements of the NLRA, has notice been provided: □ YES □ NO

If so, please provide a copy.
f. Has local set up strike and welfare assistance machinery in accordance with CWA rules: □ YES □ NO

g. Has a request for a Defense Fund Grant been made: □ YES □ NO
   If so, please append and skip any duplicate questions below.

5. **Bargaining Status/Power Analysis**

   a. Describe the nature of the work performed and the ability of the employer to secure alternate/replacement skilled workers: __________
      ______________________________________________________________________
      ______________________________________________________________________
      ______________________________________________________________________

   b. What is our strategy if permanent replacements are hired: __________
      ______________________________________________________________________
      ______________________________________________________________________
      ______________________________________________________________________

   c. Can the work be transferred to another plant or facility:  
      □ YES □ NO

   d. Have Labor Board charges been filed: □ YES □ NO

   e. Are there other unions with contracts with the employer:  
      □ YES □ NO

      i. What are their contract expiration dates: ______________
         ______________________________________________________________________

      ii. Have they been contacted: □ YES □ NO

      iii. Do they have the same issue/issues: □ YES □ NO

      iv. Do you have copies of their agreements: □ YES □ NO

6. **Mobilization Assessment**

   a. Does the local(s) have a mobilization structure: □ YES □ NO
      If yes, describe: ______________________________________________________________________
      ______________________________________________________________________
      ______________________________________________________________________
b. Provide specific summary of membership/community mobilization actions up to this date. Include number of members participating in actions or percent of members participating. List type of actions and provide numbers of projects and outcomes: (For example, if a letter writing campaign is underway, provide the number of letters sent. If a petition drive is underway, list the number of signatures obtained. Quantify actions as much as possible.)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________


c. Is the employer or this product subject to

i. community pressure: □ YES  □ NO

ii. Product boycott: □ YES  □ NO

iii. Shareholder/investment community pressure: □ YES  □ NO

iv. Does the employer contract with state or Federal government: □ YES  □ NO

v. Does the employer enjoy any tax or other governmental subsidies: □ YES  □ NO

d. List any allies or partners who are supporting this campaign and specifically what they have committed to do: _____________________________

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________


e. What is the business plan/focus for employer/parent; how does this location relate to the overall employer: _____________________________

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

7. Strike Tactic Assessment

a. Why do you think a strike will be successful: _____________________________

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

b. How long do you estimate it will take for a strike to be successful or have an economic impact on the employer: _______________

c. How long do you estimate members will strike: __________
Step 3: The CWA President Sets the Strike Date

1. Recommendation from Vice President(s) to set the strike date.

2. Name one staff person as point of contact with Executive Office.

3. Bargaining Chair provides a full written summary list of all open and TA’d items indicating the serious issues and the Union and Employer positions for each of them.

4. Status on any attempts to reach top management contact beyond the bargaining table.

5. The responsible Vice Presidents and the President discuss the bargaining status, strategy and tactics, with the President to set the strike date.

The CWA Executive Board Strike Authorization poll does not authorize a strike. An affirmative vote of the Board is only authorization for the President to set the date. No strike is authorized until the date setting procedures on Step 3 have been completed and the date set by the President. The language of the members’ strike vote, including “Reject – I authorize a strike”, does not authorize a strike without the President setting the date. No strike is authorized until a date is set by the President.