

ORGANIZING MODEL

VS

SERVICE (or business) MODEL

Attitude toward employer

Defending our members' rights, enforcing our contract and growing our collective power are most important.

Good relationship with management is most important.

Members attitudes toward union

Members are the union. They take personal responsibility for the success of the union.

Little turnover in leadership and members see leadership or staff as the union. Union is an insurance policy or a "third party" to call on when they have a problem.

Union attitude toward members

Inclusive. Tries to reflect diversity of workforce in composition of union leadership.

Exclusive. Suspicious of new members.

Grievance handling

Collective action is primarily used to address issues. Members are given concrete ways to participate.

Tries to settle with little to no involvement of members, favoring slow grievance process.

Bargaining

Large bargaining committee, open bargaining, constant flow of information to members.

Small committee negotiations often kept secret until a settlement is reached.

Strategy & tactics

Encourage initiative and creativity of members.

Reluctant to involve members in bringing pressure on employer.

Organizing the unorganized

Union represents all workers: organized and unorganized. In a constant state of organizing to grow our power in the industry.

Unwilling and unable to organize. Feels threatened by newly organized.

Views towards the labor movement and community

Members feel connected to community and broader labor movement and show up in support.

Views union as professional association rather than part of a movement.

Bottomline

The union is transformational—we are changing our workplace and changing the world for the better.

The union is transactional—a business that provides a service in exchange for dues.

For more information contact
NYSNA's Labor Education Department
at labored@nysna.org

