



UC ADMINISTRATIVE PROFESSIONALS NETWORK

Toolkit: Reaching Out to Co-Workers

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1. Phone Call Rap

Introduction: Hello, my name is _____ and I am a (your job title) at UCSF/UCLA. I wanted to first say that I hope everything is ok with you and your family during this time of crisis. I am calling from the UC Administrative Professional Network also known as UCAPN—have you heard of us? We are an activist network of unrepresented UC staff organizing and advocating for change on key workplace issues.

If you can fit it in gracefully, offer reason you are working with the UCAPN.

Ask questions and listen—then offer information

COVID-19 Question: This is a hard time for everyone—how is it going for you? Are you working from home or are you at work? Any workplace concerns?

Listen carefully and engage in discussion. Be courteous, friendly, and open for dialogue. Provide the worker with useful information (see Talking Points) and if they are having work issues see if we can help in some way. (If there is an issue the worker needs help with let your organizer know so we can follow-up).

If you have questions about COVID-19 related work issues, the coming cutbacks, or other concerns that are not being addressed by UC, let us know- we have a lot of resources and may be able to help. Teamsters Local 2010, represents over 12,000 clerical and admin workers and over 2,000 skilled trades workers at UC-they have already been able to help unrepresented staff in the UCAPN with workplace issues and concerns that have occurred because of the pandemic.

Demands and Working Conditions Question: Staff has raised many concerns regarding the salary freeze for policy-covered employees, layoffs/furloughs, pay inequities, and other concerns about cutbacks, so we are taking a very close look at these issues. Do you have any particular concerns?

Listen carefully and engage in discussion. Let the worker know some of the survey results (see Talking Points) and that the UCAPN is running an active campaign aimed at decision makers with demands around working conditions and compensation issues.

Other Questions You Might Ask:

- *What is important for you to see changed at UC?
- *Are you worried about salary freezes and layoffs?
- *Does the parking increase affect you?
- *Did you hear about the work of the UCAPN in stopping the pension contribution increase?

Call the Question:

See how your co-worker feels about the efforts of the UCAPN. Get their thoughts and feelings about standing together to make positive changes at UC.

What do you think? Are you supportive of this effort to build a staff network to make positive changes for administrative professional staff?

If the person does not respond yes to this question:

Worker says I need more information: offer to provide more information and keep the conversation going

Ask the worker what concerns they have about our effort—listen and try to address

Use a question that will get them thinking—we call it agitation—such as: Did you know that 43% of your co-workers report they need a second job to get by—shouldn't one job be enough?

The “Ask” – Ways of getting involved with the UCAPN and taking action:

What you ask depends on how the worker responded and their level of interest.

- Complete a Digital Contact Card
- Join a UCAPN Zoom Town Hall Meeting
- Join a one-on-one or department UCAPN Zoom Meeting
- Talk to other co-workers
- Follow UCAPN on Facebook and Instagram
- Write a letter to congress supporting stimulus plan for public employers
<https://actionnetwork.org/letters/supportucessentialworkers>

2. Email Template

Subject Line: Together We Can Elevate Unrepresented Voices at UC - Learn About The UCAPN!

Hello (worker name), my name is (your name) and I am a (job title) at (campus), reaching out on behalf of the UC Administrative Professionals Network (UC APN). I hope this email finds you well. Please know that during these challenging times, our Network intends to be an active voice for unrepresented UC employees by bringing together UC Administrative Professional staff and collectively advocating around critical workplace issues at the University. Currently, we are pushing back hard to avoid furloughs, lay-offs and further cutbacks, but to succeed we need to keep building worker power by coming together, staying informed, and strengthening our voice.

UC already announced a salary freeze for policy-covered employees like us, what's next? With wages falling behind, workloads increasing, and less staff to do the work, there is no more to be squeezed out of unrepresented staff! UC has reserves and other ways to address budget issues caused by the pandemic without targeting employees.

Over the next few months, we plan on communicating with key decision makers at UC, attending Regents Meetings, speaking with legislators, and taking collective action around workplace issues. Be sure to stay informed and reach out to learn more about our efforts!

If you are interested in learning more, please let me know when you are available for a brief phone call or a 30-minute Zoom meeting. Our next Info Zoom Session will be on (date and time). The zoom invite is below. Please RSVP to this email if you plan to join and send me any specific questions that you would like addressed on the call.

Complete our [digital contact card](#) so you can stay up to date on all that our Network is doing for unrepresented workers at UC. For more information, you can also visit our webpage <http://ucadminpros.com> or add us on Facebook and Instagram

 : <https://www.facebook.com/ucadminpros/>

 : <https://www.instagram.com/ucadminpros/?igshid=1mpz287i0vr18>

3. Text Template

Hi, my name is (your name) and I am a UCSF/UCLA (job title) in the UC Administrative Professionals Network. I'd like to get your thoughts about our working conditions at the University—especially around expected budget cuts and UC policy. Do you have time to chat sometime soon?

4. Conversation Tips

- For a phone call, face-to-face discussion, or a zoom call, try to listen more than you speak. We are trying to learn and understand a coworker’s concern and get their story.
- It’s a conversation—the most important goal is to build a relationship and trust so you can have a real discussion at some point. Don’t try to push too hard or move it to fast.
- Try to learn how the co-worker feels about their work and what they think could be done to make it better.
- Learn about their concerns with building our Network.
- Answer questions and educate.
- If the co-worker is supportive of our effort, figure out the best way to get them involved. Make an “ask” for them to help in some way. For example, invite them to check out and follow our face book page or attend a zoom meeting.
- If a co-worker needs to learn more before getting involved, ask how you can help them to get the information they need.
- If you don’t know an answer to a question—get the right answer and get back to them. Never answer a question if you’re not sure about the answer and always follow-up.
- Make sure to complete the information on the excel spreadsheet so we can keep track of all our campaign conversations.

5. Talking Points/Frequently Asked Questions

What is the UC Administrative Professionals Network?

- The UC Administrative Professionals Network (or the UCAPN) is an activist network of unrepresented UC staff focused on addressing issues of concern. We’ve pushed back an effort by the Regents to increase our pension contributions; are analyzing and working on correcting pay inequities; misclassification and workload issues—among others. Currently, we are doing all we can to push back against further cutbacks aimed at unrepresented staff.
- Supporting the Network helps us get closer to having a seat at the table to negotiate our working conditions directly with the UC. The Network is not a union, but we are working towards it.

I am not part of a union, does this apply to me? I am an exempt employee—can I be part of the UCAPN?

- The UCAPN is for unrepresented administrative professionals working for the UC—whether you are exempt or not and regardless of career contract status. Administrative professionals include over 450 job classifications like analysts, specialists, SAO’s, 99ers.

Our Activities to Build the UCAPN Are Protected By California Law—Our Rights under HEERA

As University of California employees, we are covered under HEERA (Higher Education Employer-Employee Relations Act). HEERA is a California state law that gives higher education staff the right to form an employee organization such as ours (UC Administrative Professional Network). It also gives us the right to engage in collective bargaining.

You have the right under HEERA to talk about the UCAPN and work issues, distribute information about work issues and the UCAPN, attend meetings and engage in a wide range of protected activities.

It is a violation of HEERA for UC or any of its managers or officials to interfere with, coerce, discriminate against us or harass us in the exercise of our HEERA Rights. If your manager treats you differently because of your involvement in the Network, please TELL US - this is illegal! It is an Unfair Labor Practice (ULP).

What Is at Stake? There Is Much to Gain and Much to Lose:

There is much to gain if we build a strong network and act together!

- Guaranteed raises from a union contract, bargaining for better wages
- Addressing misclassification
- An effective way to deal with workload issues
- Ensured Safety and Security during a pandemic
- Push for better policies and for the fair application of UC policy
- Fair and respectful treatment—push back against abuse and bullying at work
- A voice to push back against increases on parking, health care, pension, etc.
- Procedures for conversion from temp/contract appointments to career employment
- Addressing unjust disciplinary actions

But much to lose if we keep sitting on the sidelines without a voice!

- We risk falling further behind in wages
- Unfair and uneven application of UC policies
- Losing more jobs to subcontracting
- Weakening of our pension
- Facing more bully bosses
- More injustice on the job
- Increase of workload without increase in pay or reclassification
- Continue being a targeted work group for future cutbacks

Sitting Ducks During This Economic Downturn

- In response to the pandemic-driven economic downturn, UC is making cutbacks that significantly impact employees. UC President Janet Napolitano announced a merit raise freeze for unrepresented staff and the possibility of layoffs and other cutbacks is looming.
- Despite our analysis that UC has enough funding and reserves to avoid staff cutbacks, many of us feel like unrepresented staff are easily targeted for further cuts.
- Until we build the UCAPN into a strong network and achieve a seat at the table we will continue to be front and center on the cutback menu.

Unrepresented Staff Have Already Fallen Way Behind—We Can't Take Any More Hits

- UC unrepresented staff pay raises has fallen behind the cost of living. If you include spiraling housing costs, our pay has crept below the cost of living by 44% since 2009.
- Analysis shows that we make 27% less than our peers doing similar work at other similar California institutions.
- A survey of unrepresented staff shows increasing workloads with no increase in compensation and misclassification. Many report workloads that range from unreasonable to unmanageable.
- Several unrepresented employees report they can't pay their bills, need a second job to make ends meet, rent out rooms, forgo needed medication, can't afford to retire and suffer food insecurity issues.
- Our work costs: parking, pension contributions, commuting costs, health care costs and more continue to go up—and we have no voice.
- We are worried about our jobs and have very little job security.
- Over 50% surveyed reported they were looking for other work.

It's Time to Advocate for Ourselves. Get Involved in the Network!

- Complete a Digital Contact Card
- Join a UCAPN Zoom Town Hall Meeting
- Join a one-on-one or department UCAPN Zoom Meeting
- Contact your Organizer
- Talk to your co-workers (via phone, text or email)
- Join the Organizing Committee or the Communications Committee
- Give us a picture/quote or short video to post
- Participate in any current UCAPN surveys
- Write a letter to congress supporting stimulus plan for public employers
<https://actionnetwork.org/letters/supportucessentialworkers>
- Follow us on social media and invite your co-workers

 : <https://www.facebook.com/ucadminpros/>

 : <https://www.instagram.com/ucadminpros/?igshid=1mpz287i0vr18>