

SOLVING PROBLEMS ON THE JOB

YOUR DIRECT ACTION MUST-HAVES

- 1. ASK:** How can you win if you don't have a desired outcome? Have clarity within your group about what you want to achieve. It helps to build unity and gives the boss a clear message.
- 2. TARGET:** Talk to the right person. Marching on an ineffective and powerless manager can be a waste of everyone's time. But sometimes it is a necessary step. It can force the ineffective manager to tell you who really has the power OR it can force the real target out of hiding.
- 3. WAY TO BUILD POWER FOR THE GROUP:** Actions that don't build power are a waste of time, energy, and resources. Even when the direct action doesn't result in the desired outcome, workers are still building strength and power for the next fight.
- 4. SCOPE TO PUSH THE EXPERIENCE OF THE GROUP:** Rubber band analogy: Leaders' should aim to stretch their coworkers far enough to challenge them without breaking the rubber band.
- 5. SCOPE TO PUSH THE EXPERIENCE OF THE BOSS:** An effective tactic in fighting the boss is using the element of surprise. If the boss is ready for a march on the boss but not prepared for a call-in action, you can gain ground in your fight as the boss is shuffling to respond to the unexpected.
- 6. ETHICAL SUPERIORITY:** Fighting for justice is always the right thing to do. When you fight from higher ground, you leave the boss no choice but to engage on higher ground. It also forces the boss onto weakened ground and makes it difficult for them to build community and political support. Conversely, we gain support by taking the moral high road.
- 7. STRENGTH TO MOVE THE BOSS INTO ACTION:** If the boss can ignore your attacks, what use is the effort? The purpose of a direct action is to produce a result.
- 8. JOY:** Let's remember to have fun. We want workers to get involved and stay involved. There is no reason we can't have fun. When possible, include music, food, and art to enhance the experience.