

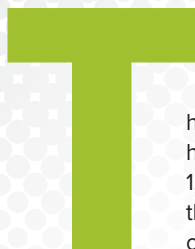


**ACTION
IS OUR POWER!**

OVERVIEW OF THE CSQ'S 42ND CONGRESS

Uniting
forces

 **CSQ**
Centrale des syndicats
du Québec



he theme of the CSQ's 42nd Congress, which was held in Quebec City, was **Action is our power!** Some 1,000 delegates gathered with the goal of establishing the priorities and strategies that will guide our actions over the next three years.

The theme **Action is our power!** reflects the strength of our collective action. Together, we are stronger; together, we have the power to effect change. Collective action is the best means by which we can bring tangible improvements to our work environments and find solutions to problems that affect us on a day-to-day basis.

TAKING ACTION where it matters the most

The decisions made during the congress are intended to equip our members with the tools and resources to humanize our working conditions through collective action. In the coming years, we will focus our actions on management practices within the workplace as well as on the meaning of work, the various types of union activities and our members' capacity to transform their work environment. Essentially, we want to act collectively to effect change on unhealthy work practices that are harmful to workers.

WORKING TOGETHER is the solution

Our actions over the next three years will help us develop a shared vision of the change we want to see in order to restore meaning to our work. We also want to implement a collective project in the workplace to counteract dehumanizing work organization and management practices that prevent us from offering the population the high quality services that are in line with our aspirations.

Don't we dream about workplaces where the quality of our interactions with the individuals we help and the services we provide are truly taken into account?

To get there, we will need to clearly establish, together, what it is we want, and to communicate it just as clearly. This will require the involvement of every single unit of the CSQ - members, delegates, unions, federations, groups and the CSQ. This work will enable us to humanize our workplaces and carry out our trades and professions in harmony with our values.



From left to right, here are the CSQ's Executive Council members:

Luc Beauregard, Secretary-Treasurer

Sonia Éthier, President

Mario Beauchemin, 3rd Vice-President

Line Camerlain, 1st Vice-President

Anne Dionne, 2nd Vice-President

COLLECTIVE ACTION, OUR BIGGEST ASSET!

Current austerity policies and management practices are toxic to the work environment and make our working conditions more difficult. Many workers are finding themselves increasingly isolated and have come to feel powerless; they also fear reprisals if they report a situation or talk to their unions about it. They cope by opting for individual solutions instead.

In reality, these solutions are inadequate because the problem lies not with the individual, but with the inhumane organization of work. Not only does it make our work very difficult, it also isolates us by damaging our work teams and undermining our physical and psychological health.

To fight this scourge, we need to join forces and focus on our power: collective action. It's our biggest asset.



It's time to take action!

We need to pour all of our energy into reclaiming our power in the workplace. This is how we will restore meaning to the work we do every day for public service users. We will need to take action, through the following four phases:

Phase 1

UNDERSTAND WHAT'S HAPPENING TO US

Becoming aware of the insidious effects of current management practices as well as the accompanying shortage of resources is essential. In addition to dehumanizing our workplaces, these practices result in excess workload and psychological distress. Eventually, workers start to believe that they are the cause of the problem, that they can no longer be productive or that they are in the wrong profession.



That is why, from the onset of the three-year term, we will start raising the awareness of our members and the population about management practices that undermine our work, as well as making workers aware that they are not the cause of the problem, but the solution to it.

Phase 2

IDENTIFY OUR CORE VALUES

We work to educate, care for, protect and support vulnerable persons. However, chronic excess workload combined with performance and efficiency principles borne out of the new style of public services management results in a significant clash of values between our desire to offer quality services – which we believe is essential – and the means at our disposal, our duty of loyalty and our need to protect our psychological health.

The services that we provide to the population simply cannot fit with the standardized notions of productivity-based assembly-line work. We need to restore meaning to our work and put an end to the conflict of values that haunts us. Together, we will identify the values that inspired our career choices, that continue to motivate us at work and that should be at the heart of our professional activities.



That is why we will identify the values that give meaning to the work we do on a daily basis. The CSQ, along with the federations and local unions, will organize formal and informal activities to support this objective and will raise awareness about these core values with the population.

Phase 3

CHOOSE WHICH ACTIONS TO FOCUS ON

Once we have realized that we are not the cause of the problem, and after we have collectively identified our core values at work, we will carry out union activities to bring real change to our workplaces.

United in a collective project to counteract the purely commercial approach that now pervades our public services, local and national actions will aim to:

- 1 Prepare workers by providing training on collective action and on their ability to change their work environment, as well as by informing them of other means to overcome isolation and to find solutions to the dehumanizing organization of work.
- 2 Initiate a social movement through alliances with other groups from civil society (in education, healthcare and early childhood) who share our values and our vision of public services. In the past, such occasional alliances have been instrumental in furthering our cause. These movements must become permanent to effect real change.



That is why we will work together to develop a collective project of union action that can be adapted to the needs of workers in all workplaces; a collective project that will give us the opportunity to express our message and improve our working conditions.

Phase 4

TAKE ACTION TO EFFECT CHANGE IN OUR WORKPLACES

At this point, our actions will take place on two fronts: first, directly in the workplace, by working together to create collective solutions to solve work organization issues; second, by reiterating to the population the important role of workers in insuring the quality of the public services offered.

In partnership with the federations and unions, the CSQ will organize an extensive awareness, engagement and communication campaign focused on improving our working conditions through union activities.

In addition, this campaign will:

- 1 Use examples from our day-to-day activities to inform the public of the actions we take to improve public services;
- 2 Help members better understand the link between collective action, be it social or political in nature, and the actions they take in their individual workplaces;
- 3 Urge the government to adopt policies allowing for a change in vision and strategy with regard to public services.



That is why we will act at the local level to bring change to our workplaces, as well as with the government to deconstruct its dehumanizing view of public services.

YOU ARE THE SOLUTION!

Your contribution is crucial to help restore meaning to our work, offer public services in line with our aspirations, improve our working conditions and humanize our workplaces.

Let's take the necessary steps to rebuild workplaces where workers and users feel respected and supported and that are in keeping with our ideals and values, our desire to provide high-quality public services and our ability to practice our trades and professions in a humane, sustainable way.

Let's give ourselves the power to effect real change!