

Did You Know????

Members who leave the bargaining unit for one reason or another, who would like to continue their membership in WashTech may do so. Since 1998, WashTech has had "at large" members, who are dues-paying members (minimum of \$11/month). Currently, we have over 300 "at large" members who reside in nearly every state in the country. The benefits of being an at-large member include, but are not limited to access to the Union Plus program and supporting a voice for tech workers in Olympia and Washington DC, as well as having a voice in WashTech's future.

If you would like to continue your membership after leaving the bargaining unit, you may contact WashTech Vice President Todd Tollefson at 206-726-8580 or toddt@washtech.org, or simply go to our website: www.washtech.org and click on the link to join as an at-large member!

New Progressive Discipline Policy for Performance

Beginning on July 1, 2006, the Bothell call center will introduce a new progressive discipline policy with regard to performance, such as AHT, availability, reliability, etc.

There will be 4 progressive discipline steps, which will consist of Goal Setting, Counseling Notice, Written Warning and Final Written Warning, as you are accustomed to. However, the new policy will target only the lowest performing 10% of call center reps.

Each rep's performance areas will be ranked 1 thru 5. With 1 being the lowest rating you can get and 5 being the best. In order to post out to higher positions, you must be rated at 3 or higher in order to qualify based on performance. Keep in mind; you must also fulfill the other requirements of the job posting in order to qualify as well.

How this will work is that any rep who has a rating of "1" in any area of performance will be placed on a structured goal setting. The goal settings will vary based on the areas of performance that need improvement, but the goals will be gradual.

For example: Here's how a goal setting would look for a rep with a 1 rating for AHT.

If their AHT is 1250 or higher then:

1st Month Goal Setting 20% improvement in AHT

Note: If this goal is met, then the next month would follow with another goal setting.

2nd Month Goal Setting 15% improvement in AHT

Note: If this goal is met, then the next month would follow with another goal setting.

3rd Month Goal Setting 10% improvement in AHT

Note: If the rep is meeting standards (which means achieving a "3" rating) at this point, or at any point during the goal settings, then the goal settings will cease. If the rep is still not meeting standards, but continues to show documented improvement, then the goal settings would continue until the rep meets standards.

Reps will only be progressed to higher levels of discipline if they fail to improve in problem areas they are on goal settings for. The difference between this policy and the old one is that reps will not be expected to improve from a 1250 AHT to a 650 AHT in 1 month. You will be given ample time to improve. As long as you have documented improvement, you will not progress further along the progressive discipline process.

Reps who are getting "2" ratings will be placed on goal settings until they improve their status to "3". Reps with a "2" rating will remain on goal settings and not move further in the progressive discipline process unless their performance rating drops to "1".

When a rep achieves a 3 or higher rating, it will be expected that your performance will remain at or above that level.

If your performance drops to a "1" level, while a Counseling Notice, Written Warning or Final Written Warning is in effect, the rep will re-start the 4-week discipline process at the next higher level of discipline.

If you have any questions about this new discipline policy, please do not hesitate to contact your team or area manager, the human resources department, your shop steward or your union staff representative.