



Christmas, Care & Compassion

On the eve of the Christmas weekend, your CUPE Local 4092 representatives want to wish you a warm, safe and happy holiday. While many of you will be with family enjoying home and hearth, we know a great number of you will be spending the holiday away from family and friends on assignment for Air Canada. The next two weeks are challenging for everyone in many ways, as we are all pulled in many different personal and professional directions, around to the four corners of the world and back home again.

Remember the time?

Remember when you first started on the job and how excited you were? Flying to new destinations, creating new memories, and meeting new people? We hope that feeling of wonder still there with you no matter how long you have been flying. At CUPE, we also want you to feel supported by your union and your co-workers. This season you will be challenged with extra cabin baggage, record numbers of travelling passengers, misconnections, weather, drafting. You may find yourself faced with personality conflicts, differences of opinion or colleagues with differentiating work ethics. You may find yourself working beside someone who is forgetful, distressed or simply tired from the dizzying array of demands of this busy holiday season. Before judging, try to fly a mile in their shoes.

What could it be?

The current environment is causing members a great amount of stress. The OBSM program, CNX managers, CAMS programs, pressure to achieve top tier status, rumours of excessive discipline, demotions, and terminations – all of these elements are contributing to a heightened **sense of anxiety and insecurity on board**. These are called **psychosocial hazards**, which affect the mental well-being of the worker by overwhelming individual coping mechanisms and **impacting the ability to work in healthy and safe manner**. We see this manifesting itself through an increase in crew members reporting each other to management, sometimes for relatively minor transgressions, deficiencies or imperfections. We



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see many of these issues escalate into discipline, which can affect a member's health, wealth and livelihood. We believe that many issues could have been **resolved between crew members** had both parties used excellent customer service skills that we use with passengers on daily basis, with each other.

How to cope?

You do not have to like or hang out with all of your colleagues –sometimes you just won't click, and that's ok. But we should all **be working together professionally and supporting** each other to ensure a safe and successful flight. **Try to resolve the issue onboard.** Use CRM (Crew Resource Management) skills to constructively and professionally, communicate your concerns and develop solutions to improve the situation. Use the strategies you use with passengers to deal with your co-workers. Listen actively, seek clarification, solicit feedback, communicate clearly, and cooperate. These same strategies will help alleviate tension and foster respect on board and will actually make it easier to deliver service 'with care and class.' Respect goes both ways and is paramount to creating positive interactions on the line.

What to do?

If you have had an issue on board, feel free to discuss the issues in confidentiality with the union. Your local officers are not trained in conflict resolution management, however, constructive advice and feedback can be offered. We can also direct you on where to get information on policies and procedures. We can be reached at **(905) 676-4293** or **office@local4092.ca**. We will be open December 25 and 26, 10 – 4 pm.

Reach out to our **Employee Assistance Program**. It is 100 percent confidential. Although EAP peers are not trained in conflict resolution management, they can provide you with resources to deal with stress, anxiety or anything else that may be affecting your performance at work. They can be reached at **(905) 676-2088** or **http://www.local4092.ca/Member_Resources-EAP.html**

Think twice before writing up a colleague. Our employer pays us for our labour, but we should all be giving compassion freely, especially to each other in this holiday season. Let us take actions to support and protect each other, not to isolate or harm. We are all weakened when one of us is made to fall.

Support each other. Look out for one another.

Take care of each other.

That's the one crew concept.



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