

EMPLOYEE RELATIONS-

THE INDUSTRIAL NURSES' BIG OPPORTUNITY

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Mgr. of Employee Relations



First, as a representative of the Industrial Relations Department, I would like to pay tribute to the outstanding work you ladies are doing in the field of "Human and Public Relations." You, perhaps, can do more in one interview than a supervisor can do in a month, - in promoting harmony of opinion among our people. You nurses have a distinct advantage over other Company supervision. You have no axe to grind. The workers you know have nothing to gain in helping them or offering advice. They listen to you without that skepticism that usually confronts foremen, supervisors or "The Boss" who offers advice or assistance to their employees. Through your efforts, (yes, your personality), the worker will readily come to you with his problems, speaking frankly and listening attentively, knowing that what you say is for his own good and nothing more. Through your contributions of improving employee morale, you are improving on one of our mutual aims, "A Better Place to Work."

I would like to direct my comments under two general headings:

First: Company Labor Policy and the work of the Industrial Relations Department.

Second: Problems in Industrial Relations, - with your understanding will promote better Employee Relations.

Company labor policy is defined in Brake Shoe talks - and Yardsticks by Mr. W. B. Given. They are not a hard and fast set of rules, but are the guiding principles that each of us in operating try to live up to in dealing with about 90% of the Company employees, - those who work in our shops.

Nine years ago this month -- September 1944, Mr. Given gave a talk to a group of our operating people right here in Chicago entitled "Human Relations in Brake Shoe." It is as applicable today as in the past. To those interested in employee relations it bears repeated studying.

First, - "See that you think of labor in terms of individuals."

"Company policy - to stay in business as long as possible."-
Recognition of just that helps in making decisions.

"Let's always keep in mind that a concession which hurts the Company hurts everyone eventually who stays in the Company."

"It does mean fair wages, the best possible working conditions and the maximum of steady employment."