**Fair Work Week Law Mandate Training**

**SCRIPT**

Scene – Flower and Bloom logo appears. Music plays. (Manager peeks from side.)

Narrator – Hey there managers!

Scene – Flower and Bloom logo leaves. Manager walks in and waves. Plants and flowers/the store appear around him.

Narrator – Thanks for signing on today! We’ll cover one major topic in this video. Scheduling! (Manager nods) Now, we all want a well-run store, right? (Manager nods again) So, what does it mean to you to have a well-run store?

Manager – Let’s see…basically, I’d say it’s profit, happy customers, and a Knowledgeable staff.

Narrator – True, true. That’s all important to us. What about a happy staff?

Manager – Of course! I buy pizza twice a week for everyone. They get a discount on bouquets. I personally thank them each shift. The staff needs to know they’re appreciated.

Narrator – You are a wonderful manager! But our schedule practices don’t always make our staff feel appreciated or happy. Let’s take a look at how we’ve been handling the schedule, and the kinds of effects it has on the lives of our staff.

Scene – “A Day in the Life” appears on screen. Music plays. Employee Susan walks on screen.

Narrator – This is Susan. (Susan waves) You know her, right? Always punctual, helpful to customers, knows a lot about flowers and interested to learn more. She seems happy at work as she never complains. Let’s take a closer look at what might be happening that we don’t see….

Scene – Susan at home getting ready for work. Packing lunch, getting kid into stroller, carrying a bag, etc.

Narrator – Susan is getting ready for her shift today. She is scheduled to work from 5 – 9. As a single mother, she has arranged child care for when she is scheduled to work. She has packed her own dinner, her child’s dinner, and all the things her child might need this evening at the babysitter and is ready to head out the door. (phone rings)

Scene – Susan looking crestfallen on the phone.

Narrator – You’ve just called Susan to let her know the store is slow and she has the night off. Good news, right? Not for Susan. She has to call the babysitter to cancel but still has to pay the agreed upon rate. Now she’s out not only the money she was counting on for today’s shift, but she’s also out the money for the babysitter.

Scene – Susan in the park with child

Narrator – The following day Susan is on call to work. You might call her at any moment and ask her to come into the store to work. She’ll have a two-hour window to arrive per our current policy. The babysitter from last night doesn’t take on call work, so Susan is trying to find a friend or family member to babysit today if needed. She’s trying to enjoy the park with her child, but is feeling stressed out by the uncertainty. Susan must deal with this every time she has an on-call shift. Junior can feel the stress and suffers from not having the attentive parenting he needs. (show junior crying over something)

Scene – Grocery store

Narrator – You didn’t call her to work after all today, so Susan went grocery shopping. Her grocery budget was cut this week because of the lost money to the babysitter and her cancelled shift. (Show Susan with a sparse cart and putting things back). She manages to buy just the bare essentials, but there are no treats this week. It’s embarrassing for her to put items back so she can meet her budget.

Scene – Susan at home – exhausted, stressed, sitting at table looking at papers, junior in a crib.

Narrator – That evening, after she puts Junior to bed, Susan sits down to look over her finances. She has short- and long-term goals for herself, but must put aside the long-term goals as pressing needs are rent, utilities, and food. Susan is on a tight budget with just her part-time income from Flower and Bloom. It would be helpful if she could obtain a second job. But her shifts with us change weekly and we approve very few scheduling requests. So, she’s been unable to improve her finances with another part-time job.

Scene – Susan awake in bed

Narrator – Susan lies awake nights worrying about her current finances, her future finances, unstable childcare, and now her lack of sleep over it all, knowing she’ll be feeling grumpy tomorrow.

Scene – Susan getting breakfast ready in the kitchen with junior. Phone rings. Show Susan frantically calling for babysitters and to get junior ready.

Narrator – You’ve had a very busy early morning at Flower and Bloom and need some extra help. No one is on call this morning, but you give Susan a call to see if she’ll come in. After all, since you didn’t need her to come in yesterday, you figure she’ll jump at the chance to work a shift today. Susan really needs the money and says yes to coming in to work. What you don’t realize is that her morning is a chaotic mess. She has to call numerous people to find someone who will watch Junior all day, quickly gets him and herself ready, and is out the door, forgetting her lunch. She has no cash to buy something on the go, and therefore won’t eat until she returns home tonight. Susan feels defeated, only hoping today will be a day you decide to buy pizza for the staff.

Scene – Back in Flower and Bloom with Manager. (Manager with wide eyes)

Narrator – You’d like to keep Susan as an employee, I’m sure. (Manager nods) She’s been with us six months, is great with the customers, and is showing promise as a future designer. We’re going to have to do more for her if we intend to keep her long term.

Scene – remove plants and flowers environment and put manager into desk environment. Schedule on the wall.

Narrator – The Fair Work Week Law passed in the city of New York will hopefully help us do just that. Right now, our policy is that the schedule is created with a lot of flexibility for management. You can ask people to come in, have them on call, send them home early, or cancel their shifts altogether. As we saw with Susan, this is not respecting or valuing the time of our staff. Research has found that increasing predictability, stability, and flexibility of employee schedules can lead to higher productivity and increased sales. Wouldn’t that be great? Our employees will benefit, as will we and the greater economy.

Manager – So what exactly is going to change?

Scene – Bring in some bullet points maybe????

Narrator – First, there’s no more on call shifts or last-minute additions or cancellations of shifts. If you want to add a shift to the schedule, you must check with the employee first and obtain their consent. They also have the right to request scheduling accommodations. Finally, the schedule must be completed by you and posted on the employee portal within 72 hours of the start of the work week.

Scene – Back to the office with the manager. Show manager working at computer and getting happier as narrator goes on.

Manager – This is a tall order. I’m going to miss my flexibility, but I see why these changes are important. How do I go about doing this?

Narrator – Glad you asked! Start by checking the annual sales reports from last year. Then, schedule one person for every $1,000 per hour in sales. That should be a decent guideline. You’ll want to add an extra shift during promotion days or special events. Remember, you must upload the completed schedule to the employee portal within 72 hours of the start of the work week. Because our work week begins on a Friday, upload it by midnight on the Monday of the same week.

Manager – Got it! I sure do hope this makes a difference for our employees. (Hitting a button on a computer and smiling broadly)

Scene – “A Day in the Life” appears on screen. Music plays. Employee Susan walks on screen.

Narrator – Let’s see how the Fair Work Week law has impacted Susan’s life.

Scene – Upbeat and inspiring music plays. Susan getting ready at home with Junior. Happy and playful. She drops him at the babysitter. Goes to Flower and Bloom, happily working. Picks up Junior at babysitter. Playing games at home. She drops him at the babysitter again. Goes to a different job. Picks up Junior at babysitter. Goes Grocery shopping. She drops him at the babysitter. Goes to Flower and Bloom, happily working. Picks up Junior at babysitter. Doing finances at home, smiling. Sleeping soundly.