ILR Mapping the Unionized Arts and Entertainment Workforce

BY MARIA FIGUEROA AND LOIS GRAY

Most Americans don’t realize Mary Poppins holds a union card. In fact, all the stars and stagehands on Broadway hold union cards. Actors, dancers, musicians, singers, writers, and directors all work under collective bargaining contracts. So do stagehands, cinematographers, editors, electricians, costumers, make-up artists, and carpenters. Entertainment is a driver of prosperity for New York’s workers, with an estimated $26 billion economic impact on the state’s economy. And its unionized workforce is an important part of the backbone of New York’s labor movement.

In 2007, the Empire State Development Corporation (ESDC) awarded the ILR School a $250,000 grant to study current needs of the Arts and Entertainment work force. The research team, consisting of Lou Jean Fleron, Maria Figueroa and Lois Gray, builds on two decades of ILR research and publications on this industry, including Under the Stars (Cornell ILR Press 1996), numerous articles and union-commissioned studies.

The report, to be issued April 30, will provide much-needed data for union, industry, and political leaders and policy makers to ensure the health of the industry and its workforce. The report will analyze trends in employment by occupation and industry segment, survey educational and training facilities in New York State and draw from interviews with industry and union leaders.

While New York depends on its concentration of creative and technical workers as its most critical competitive advantage, the security of that workforce is threatened by irregular work and low pay in the face of high living costs and little affordable housing. As free lance workers, few have health and pension protection. With an oversupply of talent for the employment opportunities available, even many workers in the industry who are covered by union contracts lack the work credits to qualify for health coverage. The live stage actors’ union—Actor’s Equity Association—(continued on page 5, see A&E)

2006 NYS Employment in Performing Arts and Electronic Media

<table>
<thead>
<tr>
<th>Industry</th>
<th>Number of Jobs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadcasting &amp; Cable</td>
<td>39,483</td>
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<tr>
<td>Internet Publishing &amp; Broadcasting</td>
<td>3,897</td>
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<tr>
<td>Sound Recording</td>
<td>4,058</td>
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<tr>
<td>Independent Artists</td>
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<td>Live Performing Arts</td>
<td>17,877</td>
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<tr>
<td>Film-Video Production</td>
<td>34,077</td>
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<tr>
<td>Music, Dance &amp; Visual Arts</td>
<td>39,483</td>
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<tr>
<td>Total</td>
<td>334,483</td>
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Cornell and CUNY’s Murphy Labor Institute Launch New Partnership for College Credit Labor Studies

BY SALLY ALVAREZ

New course offerings. New financial aid resources. A citywide university library system. And a seamless path to both undergraduate and graduate degrees.

These are only a few of the benefits coming soon from a new partnership planned between Cornell ILR Labor Programs and the City University of New York’s (CUNY) Murphy Institute for Worker Education and Labor Studies. Cornell ILR’s New York City-based Labor Studies Certificate Program has trained many of New York’s top labor leaders for more than 30 years. Starting this fall, the flagship Cornell program will become the joint Cornell-CUNY/Murphy Institute Labor Studies Certificate Program, expanding opportunities and resources to students at both institutions.

Jointly administered by Cornell and the Murphy Center faculty, the program will require the same core topics in labor relations for the completion of the certificate. Classes will continue to be held at Cornell’s 34th Street location in Manhattan.

Labor Studies Certificate Program Director Pam Whitefield, who will continue to direct the new joint program, observed, “This partnership offers tremendous advantages to the many unions who are already involved in Cornell’s program, and will also enable the program to expand. We are uniting two great institutions, both dedicated to the education and strengthening of workers, their organizations, and their communities.”

Other programs offered through ILR Labor Programs will remain unchanged. They include distance-learning credit courses, non-credit leadership workshops and customized programs for unions, technical assistance, research and other services.

A launch celebration is set for April 22 at the Cornell Conference Center on 34th Street. All students, past, present and future, along with the public, are invited to come and find out more about the new partnered program, and sign up for spring and fall classes. Call 212-340-2809 or email sjr29@cornell.edu for more information.

David Lott
Buffalo’s Cornell ILR office and community activists, in partnership with the United Steelworkers (USW), founded the Western New York (WNY) Apollo Alliance two years ago.

The goal of the group is to expand community-based environmental projects by fostering participation from labor, government, non-profits, community organizations, colleges and high schools.

The WNY Apollo Alliance is a chapter of the New York State Apollo Alliance and of the national Apollo Alliance, which is a coalition of business, labor, environmental, and community leaders working to catalyze a clean energy revolution in America.

Inspired by the vision and technological achievements of the Apollo space program, the Apollo Alliance seeks to promote policies and initiatives to speed investment in clean energy technology and energy efficiency. As a result, these efforts could help put millions of Americans to work in a new generation of well-paid, green-collar jobs and make America a global leader in clean energy products and services.

The WNY alliance was launched when it began the Apollo Home Energy Conservation Kit (HECK) program in October 2007 with support from a wide array of partners and funding from former Buffalo Common Council member Nick Bonifacio. The HECK initiative organizes and trains volunteers to bring simple energy conservation measures—including weatherization—and education to residents of low-income areas on Buffalo’s West Side. “The participation of Cornell ILR is crucial to the success of the WNY Apollo Alliance HECK project,” said United Steelworkers of America District 4 representative Frank Hotchkiss. “It’s a major reason why I anticipate that the Alliance will expand our scope of activity within the growing green economy and the development of community based efforts.”

NYS Senators Antoine Thompson and Joseph Golombek, Jr. together provided a total of $10,000 for HECK 2008. Erie County legislator Maria Whyte also helped to promote the HECK project and has worked closely with the HECK team. Carpenters Local 289 and the Finishing Trades Institute of Western and Central New York have been instrumental in providing guidance and volunteers for the HECK project.

The WNY Apollo Alliance is seeking other opportunities to grow the green economy and educate the public and policy makers. For example, it organizes public forums—such as a public meeting on green jobs with the Wind Action Group in June 2008—for discussion on environmental issues important to all constituencies. The alliance has joined the Environmental Alliance of Western NY to lend support to efforts to improve water quality, parks and recreation, clean up brownfields and revitalize urban areas.

For more information contact Art Wheaton at acw18@cornell.edu or 716-852-4191.
Managing and Supervising with Labor’s Values

BY KEN MARGOLIES

Most union leaders and staff directors were never trained in management. They are not comfortable wearing the “boss” title. And, let’s face it, union representatives and organizers who were hired because they are good at questioning authority can be challenging to manage.

Managing and Supervising with Labor’s Values, helps union leaders and top staff be confident, competent and comfortable as managers...

A new Cornell workshop, Managing and Supervising with Labor’s Values, helps union leaders and top staff be confident, competent and comfortable as managers by showing how it can be done positively and with respect for staff and their rights—in other words, with labor’s values.

The workshop was offered publicly through the New York City-based Union Leadership Workshop Series in November and January. It attracted 23 participants from 10 unions in New York, Washington, DC, the West Coast and Canada. A customized version of this workshop was delivered in December to all vice presidents of 1199SEIU United Health Care Workers East and to the management staff of the community organization Sustainable South Bronx.

Topics covered include:
- How managing within a union is unique
- Assessing & adjusting management style to individual employees
- Motivating and developing staff
- Getting results

The workshops are built around a few basic concepts, and none of them involve controlling, ordering or coming down on staff. Instead, emphasis is put on emotional intelligence, situational leadership, systems thinking and positive methods of accountability.

Comments

... participants find good results from the workshop’s focus on practical application.

“I encourage anyone in the labor movement who manages staff to consider attending this workshop. Finally, there is management training available that is pro-union and underscores the need for us to practice what we preach!”

CINDY IMPALA, DIRECTOR OF TRAINING AND DEVELOPMENT
Teamsters Union

“The workshop is a useful introduction to ideas and ways of thinking about staff management that helped us start a discussion in our own union to do a better job.”

MIKE PHELAN, FIELD SERVICES DIRECTOR
Committee of Interns and Residents SEIU

“I’m using the real tools I came away with. For example, I tailor my management approach to the specific needs of the staff I’m supervising and I accept and use feedback from them.”

FLORA STAMATIADES, NATIONAL DIRECTOR ORGANIZING & SPECIAL PROJECTS
Actors’ Equity Association

“By putting emphasis on working with employees through honest communication, getting buy-in for goal setting and developing work plans together, a partnership of leaders and staff looks possible.”

KIM ROBERTS, HR DIRECTOR
NYS Nurses Association

For more information contact Ken Margolies at kam47@cornell.edu / 212-340-2862.

Practicing what we preach: 1199SEIU United Health Care Workers East
Vice Presidents (l. to r.), Gerard Cadet, Nelson Valdez and Winslow Luna, participating in the March 3, 2009 customized training program on Managing & Supervising with Labor’s Values held at the NYC Cornell ILR School conference center.
Mobilizing Front-Line Staff to Improve Patient Care and Build Stronger Unions

BY PETER LAZES

On January 12-13, 2009, ten U.S. unions and IMPACT (Irish Municipal Public and Civil Trade Union)—the largest public service union in Ireland—spent two days at Cornell ILR’s conference center in New York City sharing methods for improving the quality of patient care and safety. This was the second international conference of unions representing healthcare workers, and was sponsored by Cornell’s Healthcare Transformation Project, a national project to increase the role of healthcare unions in improving access and quality of care. The project’s premise is that mobilizing and giving front-line staff more decision-making power eliminates barriers to improved patient care and creates better quality jobs. And these strategies can also be effective in building the union.

“Employees know the answers to many of the problems that keep patients from receiving quality care,” stated Janet Wilder, organizer for SHARE/AFSCME. “When they come up with solutions themselves, they are invested in the solutions and more committed to implementing them. This involvement increases the morale and satisfaction of staff, which leads to better care—and better patient care provides an incentive to solve more problems. These activities lead to a stronger union.”

The coalition is working with legislative committees in Washington, DC, with the Obama administration, the Departments of Health and Human Services, and other unions to ensure that labor’s commitment to improving quality of care is front and center in any effort to reform healthcare. In addition to policy input, the coalition will be organizing demonstration projects to show that a unionized workforce can improve quality and control costs better than a non-union workforce.

Cornell’s Healthcare Transformation Project provides union and management leaders with technical assistance, educational programs and research in the area of improving patient care. For more information contact: Peter Lazes, Director, pm5@cornell.edu; (212) 340-2811.

Irish influence: Kevin Callivan, General Secretary of IMPACT—a labor union in Ireland with members who work in the health care industry—commenting on the similar problems of the US and Irish health care systems at the January 12, 2009 ILR conference in New York City on Mobilizing Staff to Improve Patient Care and Build Stronger Unions.

Cornell ILR Labor Advisory Council Launched

BY GENE CARROLL

On January 23, 2009, top labor leaders met with Cornell ILR’s labor staff and faculty to establish a Labor Advisory Council. The Council’s purpose is to deepen the long-standing partnership between ILR and the labor movement, and to support and promote Cornell’s labor education and leadership development programs.

Representatives of 24 labor organizations from across the state and nation participated in the meeting, including two members who participated by video conference from Buffalo. As of this printing, 49 heads of labor organizations have joined the Advisory Council. The list is in formation.

To view the full list of current Advisory Council members, go to the general Cornell Labor Programs website at http://www.ilr.cornell.edu/laborprograms/.

“Labor education programs across the country face the challenge of sustaining themselves in a very difficult economic and political environment, the same challenge faced by labor organizations everywhere,” said CWA District 1 Area Director Dave Palmer, who traveled from Buffalo to New York City to attend the meeting. “By organizing this Advisory Council, the ILR School and labor are re-dedicating their 61 years of partnership. We need each other because the fortunes of labor education are bound up with those of the labor movement.”

A major theme that emerged from the January 23 meeting focused on the future: The need to reach across the generational divide to engage and communicate with young workers for the purpose of organizing new members and developing new leaders and allies.

“Labor needs Cornell’s help in developing the skills and strategies to cultivate new leaders from the coming generations,” said meeting participant Patricia Baker, Vice President of the NYS Public Employees Federation. “And all of the young people energized by the Obama election represent a real opportunity for all of us in labor. Despite the crisis we are in, there’s real hope there.”

The Advisory Council will meet regularly to make recommendations to labor extension faculty and ILR administrators. The goal is to enhance the alignment of the school’s programs with the needs and concerns of the labor movement.

Important Dates & Deadlines

April 15  Registration deadline for Cornell’s Black Trade Union Leadership Academy
(4 alternate Saturdays starting on April 18 / NYC)
Contact: Steven King, sk995@cornell.edu or 212-340-2812

April 22  Kick-off celebration launching the Cornell & CUNY Labor Studies Partnership
Contact: Stacy Reynolds, sj29@cornell.edu or 212-340-2809

May 1  Registration deadline for the AFL-CIO/Cornell Union Leadership Institute
(July 12-18, Ithaca, NY)
Contact: Anne Sieverding, acs5@cornell.edu or 607-255-4462

July 17  Registration deadline for the Northeast Summer School for Union Women
(August 2-7, Stonybrook, NY)
Contact: Kitty Krupat, kitty.krupat@mail.cuny.edu or 212 827-0200
or Debra Bergen, dbergen@pscmail.org or 212-354-1275
Labor Education On-Line at Cornell
Cornell is offering both credit and non-credit courses on-line to make labor education available to union activists, regardless of where they live.

These courses are taught by Cornell Extension faculty and by members of the Cornell Adjunct Faculty Association, NYSUT/ AFT.

Activists from across the nation can earn both credit and non-credit certificates on-line. Cornell ILR is offering 2 three-credit undergraduate courses on-line this spring: Strategies for Collective Bargaining and Contract Administration (April 6 to June 15) Non credit workshops in Steward Training, Conflict Management, Costing Out a Contract, and Negotiating Skills are being offered this coming spring and summer.

For more information, visit our website at: http://www.ilr.cornell.edu/laborPrograms/leadership/laborstudies/online/index.html or contact Alice Torres at amb27@cornell.edu. (585-262-4440)

Labor Studies Goes to Brooklyn!
Cornell ILR’s college credit Labor Studies Program in New York City is partnering with Communications Workers of America (CWA) Local 1109 to offer a series of 12-week credit-courses as well as selected day-long non-credit workshops on-site at the union’s headquarters in central Brooklyn.

After CWA achieved a hard-won contract in August 2008 with the telecommunications giant Verizon, a primary employer of the Local 1109 membership, the local union’s leadership approached staff at Cornell ILR Labor Program to develop a new training and education program for the stewards and staff.

Launched in September 2008, the program addresses both the specific challenges faced by the local in the areas of contract administration, negotiation strategy, and labor law as well as broader political and economic questions.

“There is no greater gift to give to your membership than knowledgeable shop stewards,” said Local 1109 Executive Vice-President, Chris Calabrese. “Our partnership with Cornell provides our stewards with new skills and confidence to excel in their positions. It also provides our staff some important time and space to connect and really get to know the stewards and the day-to-day issues facing the membership.”

The next credit course planned in the series, Organizing and the Law, will begin in March. This course will be taught by Cornell adjunct instructor Gabriel Semel, Esq.

For more information or to arrange a customized program for your organization please contact Pamela Whitefield (212) 340-2847 or email pw39@cornell.edu.

Women’s Ways of Organizing
This winter the Women’s Ways of Organizing program hosted the final three roundtable discussions in the series. Convened by students in the 12-week Women and Work credit course, the discussions focused on campaigns in the domestic, home health care and retail sectors in the NYC area. In each session, organizers from area unions discussed the strategies and tactics used in their own campaigns that proved successful in organizing women workers. The project, funded by the Berger-Marks Foundation, will publish a short report that will be available to unions and community based worker organizations. The report will be presented in April 2009 at the annual conference of the United Association of Labor Education (UALE) and at the upcoming UALE regional women’s summer schools.

Creative capital: The executive director of the stage actors union (Actors’ Equity Association), John Connolly, shares his insights on the needs of New York State’s arts and entertainment work force at an ILR forum in New York City.
Ensuring Labor’s Voice in the Global Climate Change Debate

BY JILL KUBIT

Will labor have a voice in the critical policy debates about our world’s changing climate?

Economic crises, job losses, health and safety issues, environmental degradation, migration, immigration, and even war and peace, flow from the cataclysmic changes predicted for our climate.

In December, the Cornell ILR School’s Global Labor Institute (GLI) worked closely with several unions to bring a delegation of top labor leaders to the United Nations-sponsored talks on climate change in Poznan, Poland. The Poznan meeting was part of a two-year process for developing a new international climate change agreement to succeed the Kyoto Protocol.

Close to 100 trade unionists from around the world participated, including the 20 US and Canadian leaders in the GLI delegation: participants came from the AFL-CIO, AFSCME, ATU, Boilermakers, IBEW, IUE-CWA, SEIU, TWU, UFW, UMWA, USW and the UWUA. The delegation was led by the 168-million member International Trade Union Confederation. GLI partnered with the Sustainlabour group in Madrid to prepare specialized trainings for the delegation on green jobs and technology transfer.

A highlight of the United States participation was the speech by Roger Toussaint, president of Local 100 of the Transport Workers Union in New York City, who emphasized the essential role that adaptation programs can have on creating decent work. “Public works programs in coastal defense, flood prevention, and sustainable agriculture can provide jobs while addressing climate change,” said Toussaint. “Adaptation programs can create jobs and thus raise income levels, put food on the table, send children to school and help build stable communities.”

Throughout 2009, the Cornell GLI will be working to build a larger delegation of unions for the next round of talks, in Copenhagen. Through its Labor Leaders Climate Forum project, the GLI is also organizing various meetings, roundtable discussions and training opportunities for trade unions on climate change.

This year will be a key period for climate in the United States. President Barack Obama is committed to re-engaging the United States in the global climate negotiations and will introduce national climate legislation in the upcoming months.

“Cornell’s GLI is committed to responding to an increased demand from labor on leadership education, membership training, policy discussions, capacity building and research on climate change,” said GLI director Sean Sweeney.

New ILR Report Defends the Use of Construction Project Labor Agreements

BY FRED KOTLER

Do Project Labor Agreements (PLAs) cost taxpayers more money? A report recently released by Cornell ILR defends the use of PLAs for public works projects. The 30-page report, Public Sector Project Labor Agreements in New York State: In the Public Interest, researched and written by Construction Industry Program Associate Director Fred Kotler, rebuts anti-union arguments that PLAs drive up labor costs on publicly funded construction projects.

A PLA is a project-specific, uniform labor relations agreement what Kotler calls the job site constitution governing craft agreements and setting uniform terms and conditions. Economic terms are governed by statutory prevailing wage standards for public works projects. PLAs result in more union jobs and promote high standards in training and quality. While bidding is open to union and non-union contractors, all successful bidders must agree to PLA provisions calling for union referral of workers.

Kotler analyzed contract provisions and studies of various projects and found no evidence that PLAs drive up labor costs. Instead, PLAs are shown to be a valuable construction management tool for labor cost reduction while respecting prevailing wages and other key labor standards. Citing one example, the New York City schools project, Kotler found that taxpayers and government are saving over $200 million over the life of the project, savings that are directly attributable to the PLA. PLAs standardize work schedules and overtime provisions and use dispute resolution procedures as alternatives to strikes and lockouts. PLAs are effective instruments for workforce and community economic development and for equal employment opportunities, typically expanding opportunities for apprenticeship training and the hiring of minority, women, and low income workers.

For government and taxpayers, PLAs mean cost savings and on-time, on-budget construction with less disruption of important government services.

For the full report, go to this URL: http://digitalcommons.ilr.cornell.edu/reports/22

CORNELL ILR LABOR OFFICE LOCATIONS

Buffalo
237 Main Street, Suite 1200
Buffalo, NY 14203
716.852.4191

Ithaca
341 ILR Research Building
Ithaca, NY 14853
607.255.9191

New York City
16 E 34th Street, 4th Floor
New York, NY 10016
212.340.2821

Rochester
249 Highland Avenue
Rochester, NY 14620
585.262.4440
Spring 2009 Classes College Credit Labor Studies Program

Immigration and the US Worker (299)
Mondays, April 6 – June 22, 2009 | Instructor: Domenico Romero
This course will examine the historic and contemporary role immigrants play in the American labor movement. Specifically we will look at the impact of immigration on wages, employment and industry structure in sending and receiving countries; the forces behind recent waves of immigration; and the nature and scope of recent legislative initiatives.

Advanced Collective Bargaining (252)
Mondays, April 6 – June 22, 2009 | Instructor: Josh Bienstock, Esq.
Students will be required to collectively bargain and draft a public sector and a private sector collective bargaining agreement. During the course of negotiations students will be taught the skills and tactics needed to be a successful advocate. Emphasis will also be placed on formulating proposals and drafting contract language.

Legal Rights for Injured Workers (291)
Tuesdays, April 7 – June 23, 2009 | Instructor: Robert Grey
Each year, more than 150,000 of New York’s working men and women are injured on the job. This course offers in-depth education about the legal rights of injured and disabled workers. We will discuss ways to improve collective bargaining agreements and occupational safety and health programs so that workplace injuries are reduced, injured workers return to work more quickly, and benefits are improved.

The History of Black Workers in the US (255)
Wednesdays, April 8 – June 24, 2009 | Instructor: Russell Rickford
Over the course of the trimester students will gain an understanding of various themes in African-American labor history. We will examine changes in wage and labor structures and industrial production while exploring strategies and patterns of organization, protest and negotiation of black workers since emancipation.

Rights and Responsibilities of Union Leaders and Members (213)
Wednesdays, April 8 – June 24, 2009 | Instructor: Dan Clifton, Esq.
This course examines legal rights of union members and responsibilities of union officers. It will focus primarily on Landrum-Griffin Act, the federal statutes governing internal union matters, and the union’s duty of fair representation. Subjects considered include union discipline, union elections, trusteeships, free speech rights, financial disclosure, and the fiduciary duties of union officers.

Understanding the Pension Crisis (221)
Thursdays, April 9 – June 25, 2009 | Instructor: Larry Magarik
Pension plan under funding, volatile investment markets, pressure to secure retirement benefits by other concessions, the shift from defined benefit to individual account plans, the debate over the future of social security, and declining coverage under private pension programs have propelled pensions to the center of public attention. This course will cover basic pension concepts, explain the Tax Code, ERISA and other regulation of private and public sector plans, and prepare students to effectively negotiate pension issues in collective bargaining and as trustees or administrators.

News & Recognition

LCLAA leadership & learning: Cornell ILR adjunct instructor Laurie Kellogg conducting the February 24, 2009 public speaking training for leaders of the NYC chapter of the Labor Council for Latin American Advancement. This session was one of the group’s three leadership trainings developed in conjunction with Cornell.

Acknowledgements

A giant muchas gracias goes out to the many people who contributed to the production of this second edition of ILR Labor Advance: Sally Alvarez, Legna Cabrera, Mary Catt, Gene Carroll, Linda Donahue, Maria Figueroa, Lois Gray, Steve King, Fred Kotler, Jill Kubit, Peter Lazes, David Lotz, Ken Margolies, Jenn Morley, Stacy Reynolds, Art Wheaton, Pam Whitefield and Joe Zappala.
The Union Leadership Workshops
http://www.ilr.cornell.edu/laborprograms/

On-Line Workshops (Two-Week Access: April 6 - 19)

- April 2-3 Bargaining Tactics for Union Negotiators
- April 15-17 Effective Union Preparation for Arbitration
- April 28-29 Financial Management Skills for Union Leaders
- May 14 Building Membership Participation and Union Solidarity through Diversity Awareness and Inclusion
- May 27-29 Conflict Management Skills for Union Officers & Staff
- May 28-29 Managing & Supervising with Labor’s Values – Part I
- June 2-3 Assertive Grievance Handling
- June 10-12 Strategic Contract Campaigns
- June 11-12 Managing & Supervising with Labor’s Values – Part II

To register call 212-340-2827 or send Email to jp424@cornell.edu

On-Line College-Credit Classes (Both run April 6 to June 15)

- April 6 — June 22 Immigration and the US Worker (299) Mondays
- April 6 — June 22 Advanced Collective Bargaining (252) Mondays
- April 7— June 23 Legal Rights for Injured Workers (291) Tuesdays
- April 8 — June 24 The History of Black Workers in the US (255) Wednesdays
- April 8 — June 24 Rights and Responsibilities of Union Leaders and Members (213) Wednesdays
- April 9 — June 25 Understanding the Pension Crisis (221) Thursdays

If you are interested in enrolling or have questions about the program, please call or Email Program Director Pamela Whitefield (212) 340-2847 or pw39@cornell.edu

For tuition rates and registration details visit the Labor Studies website at http://www.ilr.cornell.edu/laborPrograms/leadership/laborstudies/online/index.html or contact Alice Torres at amb27@cornell.edu.

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On-Line College-Credit Classes (Both run April 6 to June 15)

- Strategies for Collective Bargaining
- Contract Administration

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Advancing the World of Work