

TIPS FOR TALKING TO UNION MEMBERS

- **Really engage union members about the Employee Free Choice Act.** The good news is that most union members will support the Employee Free Choice Act. But few have heard of it, know what this legislation is about or are familiar with the problems it solves. For example, only 54 percent of members know companies resist workers' attempts to form unions. So unions must expand efforts to educate members about the urgent need for the Employee Free Choice Act.
- **Lead with an economic framework.** Place the Employee Free Choice Act in the larger context of today's economic crisis for working people and how unions improve workers' lives. This is about the survival of the middle class and the American Dream, not labor law. A framework on union-busting or broken labor law is not as effective for members—especially in this economic climate.
- **Tap into members' anger at corporate CEOs.** Corporate executives, more than businesses in general, are seen as the source of many of the economic problems facing workers. Take advantage of this anger and insert CEOs and their record compensation packages, even when their companies are failing and getting taxpayer bailouts, into your messages when you can. Point out the double standard of corporations—providing written contracts to CEOs while fighting to prevent workers from enjoying the same protection. You can also paint the anticipated \$200 million campaign by business front groups as examples of CEOs and corporations desperate to block workers from getting ahead. For example, suppressing unions is part of larger efforts by CEOs to prevent working people from getting their fair share. These are the same people who oppose the minimum wage, improving your health care, etc.
- **Give members a clearer sense of their own personal stake in this battle.** Union members will support the Employee Free Choice Act, but often voice an important caveat: "Don't forget about us." Share how this will help raise the living standards of today's union members, as well as workers who become members in the future. Conveying a "strength in numbers" message is key: More workers having unions means, collectively, we all have an increased ability to raise wages, improve health care and help stop corporate America's race to the bottom.
- **Communicate the reality of anti-union campaigns so members see the need for the law.** Even though we do not recommend leading with this message, it is critical to explain the barriers that workers face when trying to form unions. Most union members never have gone through an organizing campaign, so they don't know how bad it can be for workers. Union members object strongly to several common illegal and anti-union tactics, especially the firing of pro-union workers (97 percent say this is "unacceptable").
- **Whenever you can, keep the policy discussion simple.** Fully 84 percent of members are more likely to support the bill when it is described simply as "making it much easier for workers to gain union representation in their workplace." Very few union members will want or need more detail. This short summary of the law's purpose, together with highlighting the broader economic benefits it will bring, often will do the job for members.
- **Majority sign-up is effective, legitimate, direct and fair.** Most of your members never experienced organizing through majority sign-up. In longer settings, take the opportunity to frame the process in positive terms. It is an alternative to a company-dominated system that is long, bureaucratic, intimidating and undemocratic. One of the most convincing methods is to share the names of large

national companies that have allowed their employees to organize via majority sign-up to underscore that it works and is mainstream. And let's be clear: Despite lies by the opposition, the Employee Free Choice Act DOES NOT take away any rights workers now have. It gives workers, rather than corporations, the choice on how they will form their union.

Remember: The Language You Use Matters

- **It's the Employee Free Choice Act, never "EFCA."** Research confirms that "Employee Free Choice Act" is a very strong name for the legislation. We lose this advantage by using the acronym. We must discipline ourselves to use the full name, which reinforces a key part of our message, and never to use variations or acronyms.
- **It's "majority sign-up," not "card check."** The phrase "card check" has no real meaning to union members or other workers. However, the phrase "majority sign-up"—while also a new concept—is descriptive and conveys a positive value. The name reinforces the democratic legitimacy of the procedure, which strengthens our message considerably.
- **It's about workers wanting unions, not unions getting members.** It is essential that union members (and the public) understand that the Employee Free Choice Act is about workers seeking economic opportunity through unions, not about unions seeking members.
- **Don't use the opposition's language.** We should never describe the current system as a "secret-ballot election" system. It puts you in the opposition's frame that obscures the larger anti-democratic nature of anti-union campaigns. Always describe the status quo as a company-dominated system that denies workers a true free choice. You don't want to argue this on the opposition's turf, but when someone claims the Employee Free Choice Act takes away the secret ballot, you can respond that this is just plain untrue. Then immediately get back to our message and don't let yourself get stuck in theirs.
- **Give members compelling facts and information, not over-the-top rhetoric.** What members want to get from their unions on this issue are facts and information. Over-the-top rhetoric actually weakens our case. Examples that cause a negative reaction from members include "our unions are under assault" and "unions...could even disappear." Instead, give members succinct, compelling messages bolstered by supporting facts and a sense of urgency.

A Shift on How Workers' Stories and Case Studies Can Be Used

- Our research underscores our movement's need to shift the type of workers' stories we use for this campaign. As always, we want workers—union and nonunion—to be the messengers. But the **stories that matter most are those that highlight the economic reasons workers want unions, or the gains achieved from having a union** (victory stories: "thank goodness I have a union").
- **Showing numbers and scale is important, too.** We need to convey that a large-scale crisis exists. Use stories that make this case. For example, highlight the campaigns of hundreds or thousands of workers at a company who wanted a union so they could obtain health insurance. Or use an example of a name-brand, large employer that is fighting its employees (still highlighting the economic consequences for workers, of course).
- **It is not helpful to hold up individual victim stories.** By overemphasizing the plight of a worker who was fired for union activity and still hasn't gotten his or her job back, we make the story about a single victimized worker. While that may elicit some sympathy, it doesn't seem like a large problem or one that affects most union members.