



Dos and Don'ts for responding to a union drive

When union organizers show up at your workplace, your initial reaction may be disbelief, followed by anger and a feeling of betrayal. After all, you think you provide a good place to work with decent wages and benefits appropriate to your organization's size and resources. But before you lash out at your employees, remember that you will have to live with a new set of rules from the National Labor Relations Board. You don't want to end up accused of committing unfair labor practices – which may trigger faster union recognition. Instead, consider these dos and don'ts:

Dos:

- It's OK to initiate a discussion of union topics – in a calm, reasoned manner without threats or promises.
- Communicate facts like how union dues work.
- Communicate experiences with unions if you have them to share.
- Listen. Sometimes, employees feel unheard by management.

Don'ts:

- Don't ignore what's happening.
- Threatening employees with discharge, closings, pay or benefit cuts if they vote for a union.
- Interrogating employees about how they're planning to vote.
- Promising additional benefits if they reject the union.
- Spying on employees to determine whether they're team union or team company.