

Department of Defense Focus Groups of Employers Phone Script

This script will be used when contacting sampled firms by phone to confirm the appropriate point of contact and information about the firm including size and sector. Prior to initiating these calls, we will review publicly available information (such as firm websites) to determine firm size and initial point of contact. Ideally, we will be able to identify the person before we call. If not, we will ask to speak with a person who is most knowledgeable about employment leave policies and the effect that leave has on your business

First contact with sampled firm:

- “Hello, could I please speak to the hiring manager or the person in charge of employee policies?” (If more information is required: “I’m calling from the RAND Corporation about a study we are doing for the Department of Defense regarding the impact that reserve duty has on civilian employers.”)
- (Once speaking with the hiring manager) “I am calling from the RAND Corporation about a study we are doing for the Department of Defense regarding the impact of military duty-related leave on civilian employers. (If they would like more information: “The Department of Defense Employer Support of the Guard and Reserve (DoD ESGR) has asked the RAND Corporation to study the effects on employers of using the Reserve Components as an operational force. We are interested in understanding whether changes are needed to the Uniformed Services Employment and Reemployment Rights Act (known as USERRA), given the increased mobilization of the National Guard and Reserve and the continuing need to balance the rights, duties, and obligations of employers and Reserve Components members.”)
- “We’d like to confirm a few facts about your company [organization]. How many employees does your company [organization] have at all locations? We have your company [organization] categorized as being in [] sector. Is this correct? If not, what sector is your company [organization] in?”
- *RC employees:* “To the best of your knowledge, has your company [organization] employed a Reserve Component member in the last three years?” (If necessary: “By Reserve Components, we mean the Army National Guard, Army Reserve, Navy Reserve, Air National Guard, Air Force Reserve, Marine Corps Reserve, and Coast Guard Reserve.”)
- “We would like to send your company [organization] information about a study that we are doing in your area in [timeframe]. We hope that your company would be willing to consider sending a representative to participate in our study.”
- “We would like the representative from your company [organization] to be aware of the policies related to employee leave (particularly those related to military duty) and understand the implications of that leave for the company [organization]. Should we contact you with more detailed information about the study, or is there someone else in the organization we should send that information to? What is the best way to

contact you [him/her]?” *Gather contact information for person, including full name, title, mailing address, phone number, and email address.*

- “Would you [him/her] prefer to be contacted by phone or email in the future about this study? Thank you very much for your time and we will be in touch again soon with more information.”

Second contact with sampled firm:

- “Hello, could I please speak to [previously determined point of contact]?” (If more information is required: “I’m calling from the RAND Corporation about a study we are doing for the Department of Defense regarding the impact that reserve duty has on civilian employers.”)
- *If necessary, repeat information about project and screening questions.*
- “Did you receive the information we sent on the study?” *If no, explain that information will be sent again. If yes, continue:*
- “It is important for us to hear about this issue from the perspective of you and your company [organization]. Will you be able to attend our focus group on [date]?” *If yes, continue to next bullet. If no, ask: “Will another representative from your company [organization] who knows about the impact of employee leave on your organization be available to participate?” If yes, gather contact information for this person and ask to speak to new point of contact directly and then follow first contact phone script from second bullet point on. If no, thank them for their time and end the call.*
- “We look forward to meeting you and learning about your company’s [organization’s] viewpoints on the impact that reserve duty has on civilian employers. The focus group will be held on [date and time] at [location]. Please contact us if you have any questions.”