

## **Attachment A**

# **Stakeholder Interviewer Guide**

## Stakeholder Interviewer Guide

- I. **Introduction** (Cover these points in their own words but should not insert their opinions about the topic)

Thank you for participating in today's discussion. We will be talking about voice in the workplace today. We are audio-taping this conversation, but your personal identity will never be shared. It is just so that we can have a complete transcript of what is said today. Views will be shared in an aggregate or private manner only.

### II. Introductory Questions

1. First, tell me about your current scope of responsibility in your job?
2. Based on what you have heard, how would you define voice in the workplace?
3. What do you know about the Department of Labor's (DOL) voice in the workplace initiative?
4. In what ways will the voice initiative play a role in your job?
5. Why do you think DOL is focusing on voice?
6. What are the benefits (either to the government or to industry) of having a strong voice in the workplace? (PROBE: How about with compliance? Safety?)

### III. What Voice Looks Like

DOL defines voice in the workplace as the "workers' ability to access information on their rights in the workplace, their understanding of those rights, and their ability to exercise these rights without fear of recrimination."

7. Is this consistent with your perceptions of voice? If not, explain.

8. Describe a work environment you believe fosters a strong voice for their employees.
9. Are there certain industries or types of workplaces that currently have greater voice than others? What do you believe causes those differences?
10. What specific attributes need to be present in that environment (what factors can lead to a strong voice environment)?
11. What factors discourage voice in the workplace?
12. How does a unionized environment impact the voice of the employee?
13. Are there any other environmental factors or employer and employee characteristics that impact a worker's voice?
14. What positive outcomes would you expect to see as a result of a worker having a 'strong voice'?
15. What negative consequences would you expect to find in a workplace where workers feel they have little or no voice?

#### **IV. Knowledge and Voice**

16. What are the most basic rights that workers should be aware of, with regard to OSHA/WHM?
17. Do you think most workers are aware of these rights, and if not, why not?
18. What do you believe constitutes "strong" vs. "weak" knowledge of these rights, again with regard to OSHA/WHM?
19. What is the relationship between a worker's knowledge of those rights and their willingness or ability to voice their concerns?
20. What are some of the different ways that workers exercise their voice when their rights are in question?
21. Is there a continuum of ways in which workers exercise their voice? (LISTEN FOR: anonymous methods vs. going to union rep vs. voicing directly to boss)

## **V. How Voice Can Be Impacted**

22. What are some of the signals or identifying factors that may indicate voice is being suppressed in the workplace?
23. What could be done to increase voice in these workplaces where voice is being suppressed?
24. As you may know, Gallup will be conducting a survey to measure voice in the workplace. Do you have any special considerations we ought to be aware of as we come up with our voice measures?
25. Is there anything else you want to share with me about voice in the workplace that we have not already discussed?