

Has an employee come to you with a concern?



HOW TO HANDLE THE CONVERSATION

> SHOW THEM YOU'RE LISTENING



Take notes and listen without interrupting



Keep your attention focused on the person

> STAY NEUTRAL



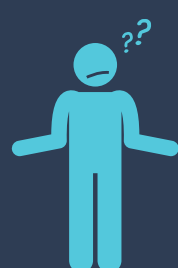
Convey understanding but don't pick sides



Don't promise specific outcomes

GET TO THE BOTTOM OF THEIR CONCERN

> Ask open-ended questions and get the facts



What occurred?



When did the incident occur?



Where did the incident occur?



Who was involved?



Were there any witnesses, or anyone else present?

Summarize your understanding and ask:



Is this accurate?



How would you like to see this resolved?

WRAP UP AND SHARE NEXT STEPS

1. Thank them for raising the concern
2. Explain you may need to involve other departments
3. Tell them when you intend to follow-up
4. Remind them they are protected from retaliation for speaking up in good faith

Supervisors can reach out to the following resources to ask for assistance with a concern:

- > Direct supervisor or another university leader
- > Chief Audit and Compliance Officer
- > Human Resources Partner
- > Title IX Coordinator