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

Show them you're listening

STAY NEUTRAL

Keep your attention focused on the person

Stay neutral

Get to the bottom of their concern

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

Ethics, Compliance, and Audit Services
umsystem.edu/ums/ecas