When an Employee Raises a Concern

What do I say?

Thank the employee for speaking up and ask for a specific example.
"Thank you for telling me. Can you give me a specific example of what you noticed?"

Give the employee time to answer. Use details they share to guide your next question. For example, if they say their manager interrupted them twice in a team huddle, you might ask, "What did you notice when other team members spoke?"

What do I write down?

Write down what the employee told you, using their exact words when possible. Include specific details they shared about what happened, when it happened, and who was present. Use quotation marks only for words you recall exactly.

Example note: The employee said, "My manage treats me differently." They reported that their manager interrupted them twice during yesterday's team huddle. I told the employee I would check back with them on Thursday.

What do I do next?

Follow your organizations's process for reporting the concern. Put the agreed follow-up date on your calendar. When you check in, tell the employee what you've done and what to expect next. If HR has confirmed they'll contact the employee, your update can be as simple as, "I shared your concern with HR. Someone from their team will contacty you directly."

KEY TO RESOLUTION

This resource is for educational purposes only and does not constitute legal advice.
Follow your organization's procedures for reporting and responding to workplace concerns.

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