



Has an employee come to you with a concern?

HERE'S HOW TO HANDLE THE CONVERSATION

SHOW THEM YOU'RE LISTENING



Keep your attention focused on the person



Take notes, and listen without interrupting

STAY NEUTRAL



Say "I understand" but don't pick sides



Don't promise specific outcomes

GET TO THE BOTTOM OF THEIR CONCERN

Probe for facts and ask open-ended questions:



"Who was involved?"



"When and where did this happen?"



"What happened next?"



"How did you respond?"

Summarize your understanding and ask:



"Is this accurate?"



"How would you like to see this resolved?"

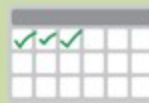
WRAP UP AND SHARE NEXT STEPS



Thank them for raising the concern



Explain you may need to involve other departments or individuals



Tell them when you intend to follow-up (and do so in this time frame)



Remind them they are protected from retaliation for speaking up in good faith

Let the Integrity and Compliance Office know about the concern without delay.



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