

SUPPORT - Listening to an issue

Think of a realistic scenario where you would need to listen carefully when a guest, student or colleague raises an issue about harmful behaviour. Choose a scenario that is recent, real, likely, and/or possible.

PREPARATION	
Set up privacy, timeliness and listening body language preparations, and explanations re confidentiality, objectivity and fair treatment.	
WHAT WILL YOU ASK?	
<p>1. Explore the Problem (the FACTS, rather than assumptions and projections)</p> <p>e.g. What's going wrong? What <u>exactly</u> happens? When, where, and how often? Who's present? What norms are involved? How clear are you and the others on the relevant ACU policy? What, if anything, have you said directly yourself? What is the balance of power between those involved? How has my behaviour as a teacher contributed?</p>	
<p>2. Explore the Impact e.g. What impact is that having on you and your study/work?</p>	
<p>3. Query the potential Fix e.g. What would you like to happen?</p>	
<p>4. Outline Options for action e.g. talk to a Discrimination & Harassment Advisor, ask the teacher give feedback to the other person, make a formal complaint, call VEOHRC, give feedback directly to the other person...</p> <p>Explain that a Discrimination & Harassment Advisor can provide more details on each.</p> <p>If Self-Management is the option the person chooses, share Feedback tips and/or suggest coaching by EAP or Union Rep.</p>	
Explain what steps <u>you</u> will take. Clarify that most actions you take won't be public and will be confidential. Make a time to follow-up to check on how the situation is evolving.	