

DO'S AND DON'TS FOR RESPONDING WHEN ANOTHER PERSON TELLS YOU THAT YOUR BEHAVIOR IS PERCEIVED TO BE HARASSING OR OFFENSIVE

DO'S

1. Listen as non-defensively as you can
2. (assuming it's true) Assure them that you did not intend for them
3. to feel harassed, uncomfortable, or offended
4. Tell her/him you are sorry s/he feels the way s/he does as a result
5. of your behavior,
6. Assure her/him that you want her/him to feel comfortable in your presence and ask what you could do differently in the future so
7. s/he would not feel that way,
8. Assuming their request would not prevent you from doing your
9. job, agree to do what s/he asks to avoid the problem in the future,
10. Acknowledge that it may have been difficult for her/him to approach you, given how s/he felt, and thank her/him for telling you directly about her/his concerns
11. Ask her/him to please let you know in the future if there is s/he
12. ever feels uncomfortable again and
13. Let her/him know s/he may speak with your supervisor if s/he would like to (and who your supervisor is - unless you know s/he knows) about her/his concerns.

DON'TS . . .

DO NOT TELL HER/HIM S/HE . . .

1. “is being too sensitive,”
2. “has no sense of humor,”
3. “is a prude,”
4. “is flattering her/himself” (if s/he believes you made unwelcome advances toward her/him),
5. “is wrong,”
6. “has mental/emotional problems,”
7. threaten her/him
8. retaliate against her/him for complaining or
9. engage any further in the specific behaviors about which s/he is complaining!

Ombuds Office
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