

Building respect

HELP!

**I'M EXPERIENCING
INAPPROPRIATE BEHAVIOUR**

**A quick guide for those who feel they are on
the receiving end of inappropriate behaviour**

I'm **experiencing** inappropriate behaviour

We are sorry you are experiencing this.

Everyone in our University has the right to work in a safe, respectful culture, free of inappropriate behaviour and bullying.

Inappropriate behaviour affects different people in different ways. It may harm your physical, psychological and emotional wellbeing and impact on your work and home life.

We are committed to supporting you to resolve concerns around inappropriate behaviour in a way that helps everyone involved to be heard and move forward.

We want to help you resolve it.

We want you to feel supported, understood, and confident that there is a fair way to resolve the situation.

You may be worried about the repercussions of coming forward, or even feel responsible in some way. Please be assured that we take every allegation of inappropriate behaviour seriously and commit to supporting everyone involved fairly and with compassion.

Our focus is on resolving issues through reflection, feedback and discussion, only using a formal process when appropriate.

The role of your manager is:

- To actively build a positive team culture
- To create an environment where people feel safe to talk to each other about issues
- If people raise concerns, to respond with discretion and in an impartial, fair and professional way
- To think about the person before the process
- To provide clarity so everyone involved knows what is happening and what to expect

We have a series of guides to help which you can find on the University website. Start with the 'Our approach, our options' guide then work through the steps in our approach to help you resolve things.

1. Creating a positive culture

Your team is encouraged to have a discussion about your team culture and what our values and behaviours mean to you. Talk to your manager about this.

2. Reflect

Identify the issue. Write down what's happening in the behaviours diary. Focus on the specific behaviour not the person. You can then use the flowchart to work out what is going on and consider your options.

Appropriate behaviour. Occasionally things happen at work that we don't like but if they are done with respect and to help you meet work goals, it may be this is appropriate behaviour.

Talk to a trusted, impartial third party, or someone from the contact list at the end of this guide.

3. Direct Feedback

Speak up directly. Use the BUILD approach (refer to the e-learning programme) and prepare / practice with a person you trust or someone from the contact list.

Speak up indirectly. Ask a trusted, impartial third party to talk to the person on your behalf.

If the person changes their behaviour, let them know you've noticed the change, and thank them.

4. Informal resolution

Ask your line manager about our options, and for help in resolving the situation informally. This could include a meeting with the other person facilitated by the Manager of Facilitation and Mediation.

5. Formal resolution

If you've tried these options and the behaviour continues, you can request a **formal process**, using the 'Instances of inappropriate behaviour' form.

Your notes to help you consider the options

Reflect on what is happening, and the impact on you:

Detail your interactions with the person:

Reflect on your own response and / or contribution to the situation:

What happened when you gave the person BUILD feedback? What was their perspective and their response?

Has there been changes in their behaviour?

How has your own perspective changed?

Next steps:

Further support and guidance

If you feel you need more guidance on what to do next, you can visit the University website where you can download the following tools and resources:

For you

- Information about our approaches, policies and procedures
- Guidance on what is appropriate and inappropriate behaviour
- Who to speak to for support
- Step-by-step guides walking you through all of our options

For your team

- Guides and templates to help you discuss and improve team culture
- Roles and responsibilities
- Guide for managers

This is one in a series of guides to support anyone who is a target of inappropriate behaviour, has witnessed or had an allegation of such behaviour made against them, and for managers dealing with inappropriate behaviour in their teams.



Contact List

For more assistance or if you have any questions, you can get in touch with the people listed below who can advise you on informal and formal procedures, and support you throughout the process:

- [HR team](#)
human.resources@otago.ac.nz
Tel 03 479 8269
- [Employee Assistance Programme \(EAP\)](#)
- [Ethical Behaviour Network](#)
- [Manager of Facilitation and Mediation](#)
mediation@otago.ac.nz
Tel 03 479 5679
- [Occupational Health](#)
- Or contact your Union rep