

Do's and Don'ts for Responding When Another Person Tells You That Your Behavior is Perceived to be Harassing or Offensive

DO . . .

1. Listen as non-defensively as you can.
2. (Assuming it's true) assure them that you did not intend for them to feel harassed, uncomfortable, or offended.
3. Tell her/him you are sorry s/he feels the way s/he does as a result of your behavior.
4. 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 s/he would not feel that way.
5. Assuming their request would not prevent you from doing your job, agree to do what s/he asks to avoid the problem in the future.
6. 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.
7. Ask her/him to please let you know in the future if there is s/he ever feels uncomfortable again.
8. 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'T . . .

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!