**Strategies for responding to Concerns**

* **Be Observant**
* **Listen** with care and concern
* Validate person’s feelings about incident(s)
* Gather all the details, who, where, when what, etc.,
* State your appreciation of the person’s courage in speaking up and confirm that you will investigate
* Conduct the investigation per official process
* Administer consequence(s) to perpetrator(s) per policies
* During process, check in with offended person’s well-being

**Personally -** Review your organization’s policies on discrimination, bullying, harassment

* Educate yourself – learn appropriate responses
* Support staff, colleagues any others who speak up against discrimination, bullying, bias, racism, etc.
* Become an ally
* Address issues immediately and firmly
* For someone with a pattern of offensive or aggressive behavior, be firm, remind them of policies, etc., Inform of consequences
* [Administer consequences as required.](https://open.alberta.ca/dataset/29211b54-06ba-46c6-9f4c-f3204a3e5938/resource/81771b3b-d4c6-4498-863b-92112e2d2edd/download/2015-respecting-cultural-diversity-fact-sheet.pdf)