

GUIDELINES FOR AN ADMINISTRATIVE MEETING

1. Remember, you have an official role at this meeting. Expect it to be conducted in a professional manner. Be civil and respectful. **Do not get emotional.**
2. Advise the administrator that your role is to assist with clarification of the issues. At this level of the grievance procedure, your purpose is to assess and seek a resolution of the situation.
3. Sit next to the employee or at an angle where you can observe both the administrator(s), and the employee. Make sure all dialogue is also directed at you. Be within touching distance of the employee (so you can give them a friendly nudge if needed.)
4. Listen to the administrator. Hear what the administrator is saying instead of formulating a response. Use eye contact. Make sure your presence is acknowledged.
5. Take brief notes, enough to get an understanding of what is happening. There should be an emphasis on direct factual statements or the accusation. The Employee does not need to respond to anything (and probably *should not* respond.) This is an opportunity to ask questions and seek clarification. Make note of the time, place, those present (and their titles) and when the meeting concludes.
6. Request a copy of *any* documentation shown or referenced.
7. At the first meeting, the representative does not need to present a defense. Dialogue should be limited to questions and paraphrases. The representative may need to nudge the employee or state to the administrator “we will take it under advisement. Other appropriate response may be “give us time to think about it,” or “we will get back to you on this issue.” The employee should be listening, not speaking. (This might be where the “nudge” is needed.) The only direct response that may be given is denial – “No. That is not true.”
8. Do not be defensive. At this stage, the object is to find out as much as possible about the situation, what the intent of the administrator is at this time and if the issue can be settled. You will have an opportunity in the future to speak out, give explanations or justification.
9. SILENCE is imperative. Do NOT feel pressure to respond. Do not say something because the conversation drags or is in a lull. Do NOT respond to questions when you do not know the answer. Appropriate responds are “I need to think about it,” “I need to seek advice,” or “What is the reason for the question?” Never speak unless you have to. The rule is NOT to speak unless you have to.