

Harassment and bullying of any sort can not only lead to legal action against a company, but can also contribute to absenteeism, lower productivity, high turnover rate and potential damage to the company's reputation. This graphic shows a high-level view of best practices for handling claims of harassment.



# 7 STEPS

## to Effectively Handle a Harassment Claim

1

### HAVE A STATED POLICY

What constitutes harassment? Have a detailed policy outlined in your Employee Handbook.

3

### TRAIN EMPLOYEES ON HOW TO REPORT

Encourage employees to report all harassment and bullying behavior. Provide an anonymous option where possible.

5

### INTERVIEW & DOCUMENT

Take the time to interview and listen to the employee and any witnesses. Carefully and confidentially document all the facts.

7

### MAINTAIN A STRICT NO-RETALIATION POLICY

Set the expectation that retaliation will not be tolerated. Monitor the complainant to be sure there is no retaliation by the accused person or coworkers.



### TRAIN MANAGEMENT ON PREVENTION

Harassment Training Requirements differ by state. Be certain that your training courses satisfy your state's laws.

2

### TAKE ALL CLAIMS SERIOUSLY

Respond promptly and courteously when a harassment complaint is filed. Reporting harassment can be difficult to do.

4

### DETERMINE A COURSE OF ACTION

Determine the legitimacy of the claim. If needed, proceed with disciplinary actions according to the policy in your Handbook. Victims should be properly supported and counseled.

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