Professional Communication

You have information you want or need to share.

01 STEP

Ask yourself questions:

Does someone need this information? If yes, go to Step 2.

Will I be violating anyone's privacy by sharing? If yes, skip to Step 3.

Was this told to me in confidence? If yes, go to Step 4.

02 STEP

If this is important information that another individual or group needs to know, ask the person who gave you the information "Have you shared this with xyz?" Encourage them to share the information with the appropriate person.

03 STEP

If sharing the information would be violating someone's privacy but is also crucial for someone to know, especially for safety or legal reasons, share with HR or ask the individual in question to share the information with the appropriate group or person.

04 STEP

If you were given information in confidence and it does not need to be shared, keep the information confidential. If it does need to be shared follow Step 2.

Getting caught in third party venting or gossiping conversations can be harmful to the work environment and professional relationships within the organization. Try these tips:

"This conversation does not seem appropriate for work, I think we should change the topic."

Ask "Is this factual?" and if not, ask to verify information before discussing any further.

"Have you talked to the person you are discussing about the behavior that is frustrating you?" or "I am not comfortable talking about someone who is not here," and exit the conversation.

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