

## WORKING WITH THE UPSET OR THREATENING EMPLOYEE

**Although privacy and confidentiality are important when working with the employee on issues that may involve discipline, personal safety comes first. With that in mind, the following tips can be helpful.....**

- 1. Do not let the angry or threatening individual come between you and the door. When possible, place your seating nearest to your closest exit.*
- 2. Leave office door open, if possible.*
- 3. Have another person present in the office with you, if appropriate. If questioned you can respond that "it is department policy."*
- 4. Arrange for support from others in your department or if appropriate ask the University police to have a plain clothes officer nearby.*
- 5. If employee is upset let them vent their feelings as long as there is no physical threat to you. For example, "I can see why you feel like that" or "I can see that this has been hard for you."*
- 6. If feeling threatened and you don't feel able to diffuse the situation, excuse yourself to get coffee or use the bathroom and call for help.*
- 7. If you are feeling fearful of the individual or physically threatened, ask her/him to leave and return when feeling more in control. You may say for, example, I'm feeling uncomfortable and I'd like to reschedule this meeting when you have had a chance to calm down. "Make sure to either schedule the next meeting before they leave your office or tell the employee to call you in the morning to reschedule.*
- 8. It is not productive to work with an employee who is intoxicated. However, if you are feeling physically threatened by the intoxicated individual call UPD for assistance, extension 911.*