



# WICKLANDER - ZULAWSKI INSTRUCTOR INSIGHTS



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## INSTRUCTOR INSIGHTS 2023 SCHEDULE

SEPTEMBER 1

OCTOBER 6

NOVEMBER 3

DECEMBER 1

### LIVE on Youtube

Join us on the first  
Friday of every month  
at 9:00AM Central Time



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## MAINTAINING POSITIVE RELATIONSHIPS

As an Investigator, it's important to strike a balance between maintaining positive relationships with employees and fulfilling your responsibilities to address certain matters that are shared in confidence. By being transparent, communicating effectively, and acting responsibly, you can navigate confidential matters while preserving trust and fostering positive relationships within the workplace.

## KEY TAKEAWAYS

- Clearly communicate to employees that while you respect their confidentiality, there are certain situations where you may need to breach it, such as when it involves legal or ethical concerns or when it could potentially harm the individual or others. This helps set expectations.
- Whenever possible, seek the employee's consent before sharing any confidential information. Explain the reasons for sharing the information, the individuals who need to be informed, and assure them that it will be handled discreetly.
- Share confidential information only with those who have a legitimate need to know. Limit the dissemination of sensitive information to maintain confidentiality and trust.
- Keep detailed records of confidential conversations, ensuring they are stored securely. This documentation will help you recall details accurately and demonstrates that you are handling the matter responsibly.
- Familiarize yourself with relevant legal and ethical guidelines in your jurisdiction. Understand the boundaries of confidentiality and ensure you adhere to legal requirements while addressing employee concerns.
- When addressing confidential matters, exercise discretion and handle the information with sensitivity. Share only what is necessary to address the situation while maintaining the privacy and dignity of all parties involved.
- Consistently demonstrate your commitment to maintaining confidentiality and handling sensitive information responsibly. This builds trust with employees, and they are more likely to confide in you when needed.