

MEASURES REGARDING OFFENSIVE BEHAVIOUR

PREVENT

Create a healthy culture together

HANDLE

Have the dialogue and take action

FOLLOW UP

Create learning and future prevention

EMPLOYEES
- What can you do?

Be aware

- of your own and other people's boundaries.
- that we all have different boundaries and there should be room for each other's differences.

Speak out if you experience offensive behaviour – if possible ask about the intentions of the other person.

Contact your leader, occupational health and safety representative (AMR) or a union representative (TR) if you need clarification about a specific observation or incident.

Keepn informed about the AU guidelines on [offensive behaviour](#) and [standards for daily working life](#).

Take it seriously if you experience or are accused of offensive behaviour and make sure to take action:

Have the dialogue

- if possible with the person that you feel has offended you or the person who feels offended by you. Focus on restoring the trust with the purpose of continued collaboration.
- If it cannot be solved by dialogue, contact your immediate leader or leader's leader, if your own leader is part of the incident. Get support from your AMR and TR.

Be aware:

- that the AMR og TR must maintain confidentiality at all times.
- your leader must act in cases of particular serious offenses.
- [AU's offer on psychological counselling](#) and [Danish Working Environment Authority's hotline for offensive behaviour](#)

If you have experienced offensive behaviour yourself

- Discuss with you leader how you and the other parties involved best move forward.
- Reflect on what you/the parties involved can learn from the incident and how you/and the parties involved can prevent it from happening again?

Colleagues
- What can we do together?

Take joint responsibility and create a culture where

- there is mutual respect for each other's boundaries.
- it is okay to say no to offensive behaviour.
- a positive tone of communication is maintained.
- there is an open dialogue about culture, boundaries and collaboration.
- action is taken and conflicts are nipped in the bud.

Intervene (as far as possible) if you are witnessing offensive behaviour. Do not be a passive witness. Get support from AMR, TR or leader.

Take it seriously if a colleague who feels offended contacts you. Listen to the experience and help your colleague by referring to the AMR, TR or leader.

Look out for the need for support and care of the parties involved focusing on how best to move forward.

Have (continuously) an open dialogue on how both communication and collaboration proceed and keep in mind that we each can have different boundaries.

Make sure you contribute to maintaining positive communication.

Talk to your leader, AMR or TR if you experience offensive behaviour happening again..

Manager
- What is your responsibility?

Your responsibility is to prevent, handle and follow up on offensive behaviour. [cf. the AU-guidelines](#).

Be aware

- that as a leader you must take the lead and be a role model in relation to good behaviour.
- that offensive behaviour can occur explicitly, less obvious, verbally, physically and digitally.

Express clearly that offensive behaviour is unacceptable and encourage everyone to speak out.

Take the dialogue. Have an ongoing dialogue about the tone and culture that you want in the workplace. You can involve your TR, AMR or your HR partner. Dialogues can take place at department meetings, 1:1-talks and at the SDD - staff development dialogue.

Take it seriously if you become aware of, hear about or witness a situation of offensive behaviour.

Intervene and clarify/look into the matter with the parties involved. If you are approached by an employee who has experienced offensive behaviour, you can use the following steps:

- Step 1 - Clarify/look into situation with the offender
- Step 2 - Clarify/look into the situation with the assumed offender
- Step 3 - Take action and follow up. [Read more about the three steps here.](#)

Be unbiased when you talk to the parties involved.

Be aware:

If the offence involves employees with different leaders, all leaders should be involved.

If you need advice you can contact your HR partner. If you find the situation is particular serious, you *must* contact your HR partner.

If relevant refer to [AU's offer on psychological counselling](#)

Communicate clearly, what is expected from the parties involved in the future, in order to ensure reestablishment of good collaboration in the future.

Follow up continuously on the collaboration between the parties and consider possible measures to prevent further offence..

Be aware of underlying reasons for the offensive behaviour so you can prevent this in the future – for example unclear boundaries, unsolved conflicts etc. Contact HR-partner for counselling.

Reflect on experiences with your leader and HR-partner, Consider what went well and what did not work well in you the way you handled the situation? Should it be handled quite differently the next time?

WHAT IS OFFENSIVE BEHAVIOUR?

- When one or several persons expose/subject other people to conduct which these regard as humiliating.
- Is defined from the experience of the conduct of the person offended and not from the intention itself.
- An overall term for harassment, sexual harassment, discrimination, violence and threats and other ways offence can occur (in accordance to the AT- guidelines 44.3- February 1, 2019 (Guidelines from the Danish Working Environment Authority)

INFORMATION AND CONTACT

AU psychologically counselling:

<https://medarbejdere.au.dk/psykologiskraadgivning/>

More information about offensive behaviour:

[AU guidelines for handling offensive behaviour](#)

[AUHR](#)

[Arbejdstilsynet](#) (Danish Workplace Authority)

[Arbejdsmiljøweb](#) (Work environment web)

*How to prevent and handle
OFFENSIVE BEHAVIOUR at
Department of Dentistry and Oral
Health*

WE SHARE A JOINT RESPONSIBILITY

- Offensive behaviour is not accepted at Aarhus University.
- We share a joint responsibility for creating a good and positive workplace culture where offensive behaviour is prevented.
- Offensive behaviour is prevented by encouraging a culture where you can speak openly about the attitude, experience and expectations we have to each other.
- The people involved in offensive behaviour experience the reason differently. That is why we have a joint responsibility to hear statements from all parties involved.

Questions to be used at the SDD:

1. How would you describe the work culture and tone of communication at your section/department?
2. Have you experienced something you think your leader should pay attention to or act on?

The leaflet has been made in cooperation with AUHR Development and Work environment and Department of Dentistry and Oral Health.

