



Open Door

When a colleague has an issue with another colleague or his manager, and the issue does not involve a claim of discrimination or harassment, the colleague's manager should solve the issue using the Open Door approach. Colleagues who have concerns about interpersonal relationships, disagreements with feedback, Individual Performance Plans, or written warnings, should work directly with their manager, or with their one-up manager.

If you are a leader, you should have an open door to listening to colleagues in accordance with our TEACH values and Culture of Care. If you are unable to successfully address the situation, you should escalate next to your manager up the hierarchy to also work out the issue using our Open Door approach.

Open Door Approach

1. Clearly communicate the policy
2. Create a climate where the door is always open
3. Listen – seek to understand
4. Reinforce the importance of the “chain of command” as a part of the process
5. Follow-up within 5 days

6. All conversations are “on-the-record”
7. Use the available resources

Our Communication Avenues

