

OPEN THE FRONT DOOR TO COMMUNICATION FOR EMPLOYEES

WP is committed to fostering an environment that empowers employees, recognizing that no organization is perfect, and that problems or misunderstandings may occur from time to time. Therefore, we believe it is important to maintain a work environment that promotes open communication between employees within an atmosphere of mutual trust and provide channels and tools for not only resolving issues and/or conflict on the job, but also for affirming positive behavior, and evoking growth in respectful and expansive ways.

The Open the Front Door to Communication (OTFD) is a framework that fosters a positive, trusting work culture by encouraging employees to communicate openly with each other and to reach out informally for help to resolve issues before they require formal intervention. It serves to create a culture where employees feel comfortable participating in informal problem resolution processes. It also serves to build community and facilitate employee growth.

This framework does not apply to discrimination, sexual harassment, or whistle blower complaints, which are addressed by other University policies and procedures. In addition, this framework is not a substitute for avenues available under an employee's collective negotiations agreement.

The four steps in the OTFD include:

- **Observe:** *State in clear, unambiguous language what you see happening.*
- **Think:** *Attempt to view the situation from someone else's perspective.*
- **Feel:** *Express your feelings about the situation.*
- **Desire:** *State what you would like to have happen.*

By starting with an observation of what occurred, the framework allows both people to begin their exploration of the issue at the same place. From there, the framework provides an opportunity to share the impact of what happened in ways that can be heard and received. In addition, OTFD encourages employees to speak directly with the person with whom there is an issue or problem. This direct informal communication is often the most effective and efficient way to resolve issues.

Additionally, if the issue is not resolved, employees should consult with their direct supervisor for advice or for assistance. It is expected that supervisors will provide fair consideration and are often in the best position to assist and/or resolve issues between employees. Employees should speak with the one-up manager if the issue involves their direct supervisor.

To prepare for the OTFD conversation and/or if the OTFD conversation does not resolve the issue, then EAP may be contacted for assistance. (See attached ESI-Coaching Flyer) In addition, the employee and manager may seek guidance from our online [Performance Management Resources](#) and ESI Leadership Training Recommendations. (Attached are instructions on how to access the recommended courses).

Employee Relations may be contacted if the issue is not resolved after engaging in the above self-guided methods. Then the employee and/or supervisor may contact Employee Relations.

ESI-Coaching Flyer

Employee Relations may speak with the employee and/or the supervisor to determine if further review is necessary to gain an understanding of the issue before intervening.

Your EAP Benefits: *One-on-One Personal & Professional Coaching*

Your EAP offers exciting Peak Performance Coaching Benefits to help you grow and succeed both personally and professionally. Connect by phone for one-on-one coaching with ESI Masters and PhD level coaches. Best of all, these benefits are free for you and eligible family members!

Coaching is available in the following areas:

- ✓ **Certified Wellness Coaching** - lose weight, get fit, reduce stress, quit tobacco, and get nutrition help.
- ✓ **Certified Financial Coaching** - get help for budgeting, credit, debt, money management and more.
- ✓ **Balancing Life at Work and Home** - make the most of family life while learning to succeed at work.
- ✓ **Resilience** - recognize your personal strengths and improve resilience to face life challenges.
- ✓ **Effective Communication** - improve your interpersonal communication skills to be more effective.
- ✓ **Home Purchasing** - get help with the home buying process, credit and financing basics.
- ✓ **Student Debt** - learn about Federal Student Loan types, repayment plans, consolidation and more.
- ✓ **Relaxation Coaching for Beginners** - get support and referrals for relaxation, meditation, or yoga training programs.
- ✓ **Workplace Conflict** - improve interpersonal skills and learn methods for resolving conflict.
- ✓ **Retirement Coaching** - get help to address the practical and emotional aspects around retirement.
- ✓ **Succeeding as a Supervisor** - learn key management concepts and ways to develop and empower employees.



To access a Coach, simply call 800.252.4555 and ask to speak to a Coach.



To access online support resources, simply login at www.theEAP.com.

Plus, get online tools to support your goals:

- Access thousands of online videos, articles, calculators, self-assessments and other tools.
- Comprehensive personal and professional online trainings available in a variety of easy-to-use formats.
- Wellness tools and tips on diet, nutrition, fitness and smoking available in the Online Wellness Center.



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Online Leadership Training Recommendations


LEVEL ONE

- 🎧 New Supervisor Fundamentals – (67 minutes) – [SVL_102126](#)
- 🎧 The Interviewing Process – (46 minutes) – [SVL_102258](#)
- 🎧 Accountability Overview for Managers – (13 minutes) – [SVL_1020126](#)
- 🎧 What To Say When Someone's Not Doing What You Need – (6 minutes) – [SVL_017127](#)
- 🎧 12 Essential Leadership Skills – (26 minutes) – [SVL_087048_NQ](#)
- 🎧 Coaching Crash Course – (30 minutes) – [SVL_1020306](#)
- 🎧 Eight Keys to a More Respectful Workplace – (55 minutes) – [SVL_017194](#)

LEVEL TWO

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- 🎧 Management Styles that Don't Work – (6 minutes) – [SVL_102460](#)
 - 🎧 Cutting Edge Communication: Supporting Others – (5 minutes) – [SVL_066266_NQ](#)
 - 🎧 Remote Leadership: Building Trust in the Virtual Environment – (7 minutes) – [SVL_083861](#)
 - 🎧 Giving Feedback as a Manager – (8 minutes) – [SVL_1020395](#)
 - 🎧 Painless Performance Conversations – (45 minutes) – [SVL_014285_NQ](#)
 - 🎧 Creating Engagement Among Employees – (45 minutes) – [SVL_102316](#)
 - 🎧 Dealing Effectively with Unacceptable Employee Behavior – (180 minutes) – [SVL_081238](#)

LEVEL THREE

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- 🎧 Conflict Management Skills: Helping Employees Manage Conflict – (5 minutes) – [SVL_083718](#)
 - 🎧 Conflict Management Skills: Helping Groups Resolve Conflict – (5 minutes) – [SVL_083722](#)
 - 🎧 Disagreements at Work – (26 minutes) – [SVL_102327](#)
 - 🎧 Leadership and Motivation – (20 minutes) – [SVL_102459](#)
 - 🎧 Effectance: The Key to Motivation – (50 minutes) – [SVL_102314](#)
 - 🎧 5 Ways to Coach for Better Performance – (12 minutes) – [SVL_066380](#)
 - 🎧 Developing B-Players Into Top Performers – (42 minutes) – [SVL_102410](#)
 - 🎧 Learning Retention Strategies – (27 minutes) – [SVL_102290](#)

LEVEL FOUR

- 🎧 Leadership and Building an Effective Team – (42 minutes) – [SVL_102776](#)
- 🎧 Developing the Leader Within You: The Heart of Leadership – (30 minutes) – [SVL_011022_NQ](#)
- 🎧 Would I Inspire Me? – (15 minutes) – [SVL_086005](#)
- 🎧 Leading a Diverse Workforce – (10 minutes) – [SVL_1020274](#)
- 🎧 Heighten Your Presence with Emotional Intelligence – (29 minutes) – [SVL_015058](#)
- 🎧 Identifying the Characteristics of Leaders – (14 minutes) – [SVL_1059727](#)
- 🎧 Expert Insights: Workplace Mental Health for Managers – (34 minutes) – [SVL_1020593](#)

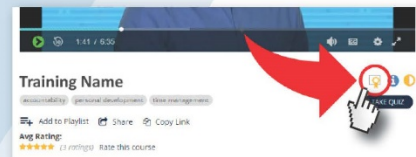
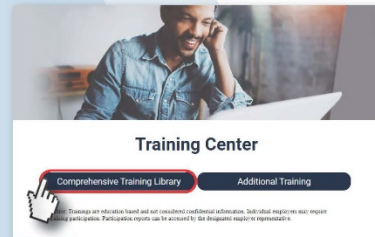
Accessing the EAP Training Center



Our extensive library of free online personal & professional development trainings!

1. Go to www.theEAP.com and click the **Member Login** button.
2. If you have already created a User Name and Password, simply enter that info in the appropriate boxes. **If you have not registered, complete steps (a) & (b).**
 - a) Click on **REGISTER**.
 - b) Fill out the Registration Form to create your own User Name and Password, then click **Register**. **You only need to register once.**
3. Click the **"Training Center"** icon. Then click the **"Comprehensive Training Library"** icon.
4. In the **Search Content** bar at the top of the screen, type the course code. (*Find code in the 'Training Assignments' section below*)
5. Click on the course icon.
6. Click the **'Play'** or **'Start'** button to begin the course.
7. After viewing the course and taking the quiz (*you must score at least an 80% to receive a certificate*), click on the ribbon icon below the right corner of the video. (*See picture to the right*)

Please Note: The certificate will download to your computer.



YOUR TRAINING ASSIGNMENTS

Scan to Explore
Your EAP Benefits!



COURSE CODE:

TRAINING NAME:

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