# Addressing Sensitive Issues With Employees

Discretion is one of your core skills. You handle employees' sensitive personal information daily, and maintaining their privacy is an ethical and legal priority. But some personnel issues go beyond ordinary, everyday interactions.

Whether you're part of an HR team or you deal with your employees directly as a small business owner, talking about tricky, touchy or highly personal topics is never easy. Do you know how you would address an employee's hygiene? Or what you should do if one employee accuses another of salacious behavior — can you monitor the accused employee to find out if it's true? Or what if someone on your team is transitioning and wants to be known as *they* throughout the company going forward?

Balancing the organization's needs with employees' needs and rights is complicated. This LIVE, virtual course focuses on the laws at play, employees' privacy rights and what you need to include in your policies and procedures to protect your company. You'll discover tried-and-proven ways to address a number of sensitive topics with discretion, tact and professionalism. And you'll learn how to support employees without jeopardizing your organization.

## Session 1
### Legal Considerations Surrounding Sensitive Issues

- Discuss key laws at play with common sensitive personnel issues

- Describe the ethical and legal considerations surrounding employee privacy

- Understand the importance of clear company policy and procedures

- Learn how to protect your company by strengthening policies and procedures

- Explain how you can support employees while keep your company's best interests at heart

## Session 2
### How to Address Sensitive Issues

- Discuss the most common personnel issues typically deemed as sensitive

- Describe the risks involved when addressing personal matters with employees

- Explore best practices for talking about sensitive issues

- Explain when its appropriate to discuss personal issues on an organizational and public level

## Session 3
### Guide Employees Through Sensitive Issues

- Learn how to balance an employee's privacy with the organization's business needs

- Understand why it's important to put the organization's best interests first

- Describe how to offer employees reasonable assistance and ongoing support

- Examine several case studies regarding sensitive issues and discuss ways to resolve each

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