

LUMEN™

10 THINGS TO DO RIGHT NOW TO IMPROVE YOUR SPEAK-UP CULTURE

1

Raise awareness in advance about the process

2

Thank the reporter promptly and ask about expectations

3

Provide periodic updates

4

Understand your own (unconscious) bias

5

Communicate investigation closure and outcome to the extent possible

6

Collect feedback/data and show when people speak, you are listening

7

Educate managers about their responsibilities

8

Conduct your root cause analysis for each matter regardless of size

9

Educate your organization about what (overt and subtle) retaliation looks like

10

Monitor after the investigation ends and continuously improve the process