IDENTIFYING THE PROBLEM

Who raised the concern?

Has the concern been raised before? If so, what was done previously?

How have other departments or institutions addressed this problem?

What is the priority of addressing this concern on a department level and on an institution-wide level?

Is anyone's life, physical or emotional health in danger because of this problem?

Has an attorney or lawyer been involved in this issue?

COMMUNICATION

Who would be able to help you resolve the problem?

Is this individual or group willing to help? If they are not, communicate this with the individual who raised concern about the problem.

Who are some allies you can identify that may be able to help at least temporarily resolve the problem?

NEXT STEPS

Are you able to implement an interim or temporary solution? If not, what actions are you allowed to take in order to maintain positive relations with the individual who raised the concern?

If the individual who raised concern is not willing to accept your temporary solution or accept the fact that your institution is unwilling to work with you on a solution to whom can you refer the individual?

Have you communicated clearly with all parties involved? If you are not sure, re-communicate what your concerns are to all affected parties.

Be sure to communicate to the individual who raised the initial concern that you have done everything in your authority to try to implement a reasonable solution.

Do you believe mediation could resolve the concern?

Does an attorney or lawyer need to be used to resolve this concern?

WORKSHEET: DOCUMENTATION OF PROBLEM FOR FUTURE REFERENCE

What is the initial problem relating to implementing change related to interfaith needs of employees?

Who raised concern about the problem?

At what point was the initial concern first brought to your attention?

What is this person's role in relation to the problem?

Who has this concern been discussed with so far?

Who has shown initial support in solving the problem?

Who has shown initial opposition in regards to solving the problem?

Are there any laws or policies that prevent a solution from being implemented?

Why was this an emergency or crisis situation?

Can a similar emergency/crisis situation similar to this situation be avoided in the future?

Why was a solution not implemented or why was only a temporary solution implemented?

What was the largest roadblock you experienced while trying to implement a solution?