

WTC CONCERN RESOLUTION PATHWAY

LEVEL ONE (Dialogue)

We believe that many concerns can be resolved through conversation between the parties involved. **You are encouraged to discuss your concern directly with the individual(s) involved whenever possible. This includes clearly stating that their behavior is unwelcome/unwanted.** Sharing and hearing concerns with openness and respect can prevent situations from escalating further. And it's often the fastest path to resolution. (See: "Ouch/Oops" protocol below*.)



LEVEL TWO (Assistance)

If you're not comfortable directly addressing the individual(s) involved, or if no resolution can be agreed upon through dialogue, your next points of contact regarding an issue or concern are any of the following:

- **Cast Liaison/Concern Resolution Facilitator (CRF)**
- **Stage Manager • Director • Producer**



LEVEL THREE (Consultation & Review)

If an issue or concern has not been resolved between Levels One and Two, or if you are an individual named in Level Two who needs assistance to resolve the issue, your next points of contact can be any of the following people. The contacts at this level may consult with each other and review any legal or other implications of any decision.

- **Executive Director • Board President • Board Vice-President • Board Member**

***Ouch/Oops Protocol: One Way to Handle Negative Comments or Actions in Real Time**

We'd like to suggest a system of "Ouch" and "Oops" for handling negative or unwanted comments in the moment. For instance:

- Speaker A is trying too hard to be funny and makes a thoughtless remark.
- Speaker B says "Ouch!" This cues Speaker A to realize that the funny remark was potentially hurtful.
- Speaker A says "Oops" to indicate recognition and regret.
- Then there's a Pause.

It's up to the Ouch-caller whether this moment requires some conversation. So maybe there's a conversation – or maybe the Ouch caller says "Cool, let's move on." But the decision to move on must come from the Ouch-caller. Please note that anyone in the room can call "Ouch." It does not have to come from the person who is the focus of the potentially hurtful remark. Sometimes you don't know there was an "ouch" until later in the day, or until after rehearsal, when you've had time to process. You can bring it back the next day, or anytime. If an experience ever feels larger than an Ouch-Oops moment, please consult the Concern Resolution Path (CRP) above for the next course of action.

A complaint may include allegations of civil or criminal misconduct or liability and may require legal advice or action. A violation of civil right should be reported to the Washington Civil Rights Commission: <https://www.hum.wa.gov/file-complaint> In case of criminal or physical emergency call 911.