

# Best Practices

- Be honest and acknowledge problems, concerns, pain, etc.
- Keep an open mind and be mindful that you don't come across as dismissing and/or minimizing students concerns.
- Use data to inform the discussion.
- Keep the focus on the issues at hand.
- Keep your faculty colleagues and your Chair/Dean in the loop.
- Seek assistance and use campus expertise and resources.
- Talk with colleagues/peers who may have dealt with similar issues.
- Make sure you can follow up/follow through before committing to next steps.
- Keep communication channels open and provide informative updates.
- Try not to take complaints personally. Students are coming to you because you are a leader, or because they believe you can address their concerns.