



OUR

# INVESTIGATIONS APPROACH

## A TRAUMA-INFORMED APPROACH MAKES UP THE DNA OF OUR TEAM

### TRAUMA-INFORMED APPROACH

01

#### PLACE OF PAIN

We understand that people are coming forward from a place of pain and we are here to listen and offer assistance.

02

#### POLICY & INTERPERSONAL CONFLICTS

We investigate policy violations as related to EEO issues and we investigate workplace expectation violations. We can address interpersonal conflicts- assisting with determining best next steps and seeking resolution.

03

#### NEUTRALITY

We use neutral, non-judgmental language to encourage conversations among everyone.

04

#### TRANSPARENT COMMUNICATIONS

Parties in the investigation are actively involved in ongoing conversations and potential resolution.

05

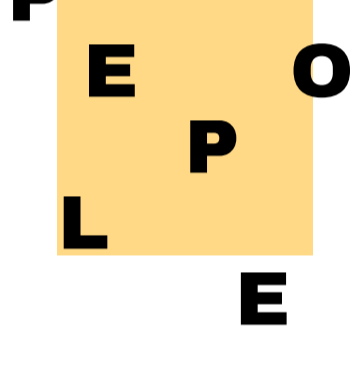
#### IMPROVED RELATIONSHIPS

Primary goals are to help the parties reach resolution and post-investigation repair to improve relationships.

A trauma-Informed approach means working inside a strengths-based framework which is grounded in an understanding of and responsiveness to the impact of trauma.

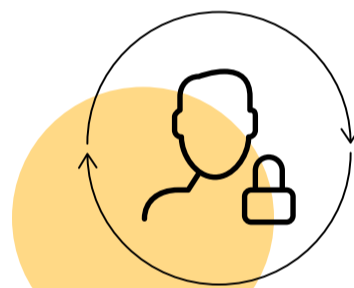


## EMOTIONAL LITERACY



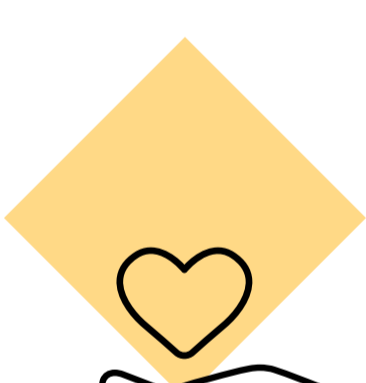
### Self-Awareness

We make it our goal to be consistently aware of how our approach to your concerns can affect you, and could impact how you respond to the process.



### Self-Regulation

We constantly aim to improve self-regulation by recognizing our shared humanity with all City employees and holding ourselves accountable by living SHR core values.



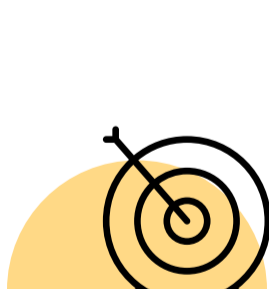
### Empathy

We exhibit compassion and commitment to understanding harm and pain so that we can foster a meaningful investigative discussion.



### Relational Skills

We build our professional and relational skills by staying abreast with conflict resolution practices and effective communication in our feedback.



### Motivation

By understanding people, jobs and stakes involved, we are driven by internal motivation to do our best work from start to end of an investigation.

Emotional Literacy in investigations is a proven method for establishing trust between our investigators and Reporters. We do this by holding ourselves accountable and humane through the use of established protocols.

Traditional investigations can be stressful. Traditional investigations tend to only focus on the law and not the individual. Words uttered are specific to the investigations and not always understood by all.

In HRIU, we recognize and address biases, assumptions and stereotypes about those involved.

We treat all participants with respect and employ interviewing and communication methods that encourage participants to participate and provide facts about the incident.