

# MANAGER TRAINING

## Loose Lips, Sink Ships

Managers cannot reveal confidential information about employees. For example, if you have an employee who has requested, and been granted, a leave of absence due to a disability, that must be kept confidential. This isn't always easy. Other employees will inevitably ask where the employee has gone and why. As a manager, you must resist the urge to divulge any details about the employee.



What then can a manager tell other employees?

Suggestions of responses include:

- “I can’t tell you as it is confidential. I hope you understand.”
- “Please respect the employee’s privacy and understand it is confidential information.”

Likewise, you will have to resist the temptation to talk about workplace investigations. Employees will certainly talk about the “drama” at work and want to know more about the situation. It is best not to answer questions, but rather direct all employees to speak with human resources or another central person. This will ensure a consistent message is delivered to all employees.

Why is it important to keep this information confidential? Failure to keep information confidential may result in a complaint against the organization and you personally.