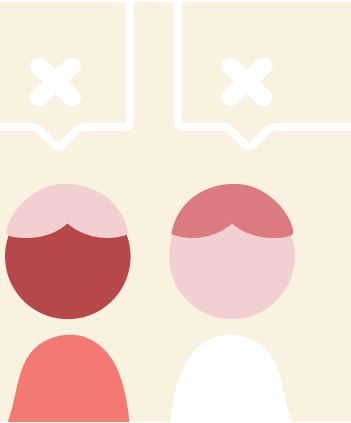


# INTENT vs IMPACT

## Ignoring and Minimizing Complaints at Work

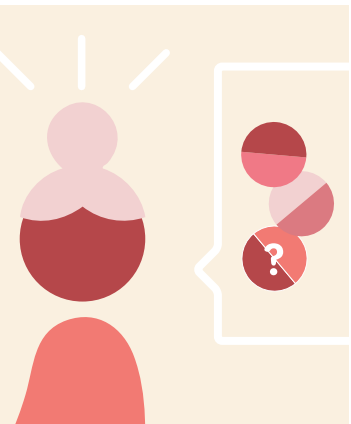


### Dismissive Comments

**Scenario:** During a discussion on workplace harassment training, an employee says, “People just need to toughen up—it’s not that serious.”

**Intent:** Expressing their perspective.

**Impact:** Colleagues, especially those who have experienced harassment, feel invalidated and less likely to participate or report issues.

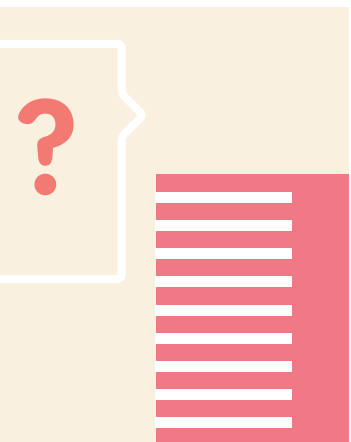


### Ignoring Reports

**Scenario:** After an employee raises concerns about inappropriate jokes, their manager dismisses it with, “That’s just how they are—don’t take it so seriously.”

**Intent:** Minimizing tension and avoiding conflict.

**Impact:** The employee feels unsupported and reluctant to report future issues, creating a toxic work environment.



### Lack of Follow-Up

**Scenario:** HR implements an anonymous complaint system. Several employees submitted complaints but after several months there has been no communication or action with the staff.

**Intent:** HR may believe handling complaints discreetly avoids unnecessary escalation or protects confidentiality.

**Impact:** Employees perceive the system as performative and ineffective, reducing trust in HR and discouraging future reporting of concerns, inadvertently minimizing the employees’ experience.

### REMEMBER

In all these examples, **intent** might not have been malicious, but the **impact** caused harm. Recognizing this distinction is crucial for fostering a workplace where all employees feel safe, respected, and valued.