



Being an Effective Management Witness

Supervisors, managers or other leaders may be required to serve as a witness or subject matter expert in hearings, administrative proceedings, mediations, arbitrations, etc. Consider the following tips and guidelines to be an effective management witness.

- Behaviors and demeanor are important. Appearances and body language are an integral part of the communication process. It is extremely important to be professional and conduct yourself in a dignified manner.
- "Yes" and "No" answers should be given whenever appropriate. Do not offer additional information unless you are directed to do so. Answer the question after it is delivered.
- Don't guess. One of the biggest opportunities for improvement by management witnesses is to be confident saying "I do not recall, or do not have it in my records," rather than giving inaccurate information.
- Always be respectful of everyone involved in the case, hearing, etc., regardless of title or position.
- Your function is to testify, not argue the merits of the case. Your primary role is to provide accurate information.
- Use/Consider objective criteria when making comments or sharing opinions.
- Refrain from emotional outburst, bitter remarks, personal criticisms or long speeches. Communicate clearly, concisely, and focus on the facts.
- Do not exaggerate the employee's guilt or deficiencies. This will not help the case. Proper documentation will ensure that all material and information presented is relevant and appropriate.