



If you feel comfortable doing so, we encourage you to directly address your concern with the individual(s) involved. This helps to foster an honest & open community, and is often the fastest path to a resolution.

These are typical sources of authority in the room and can provide a natural support for conversation. However, these team members are not required, and may not have, by-stander training.

If an issue is not resolved through any of the above; you are an individual in Level 2; or the aggressor is in Level 2, go directly to one of the points of contact listed here for support.

If you feel it best to reach out to an individual who has helped to frame this guide outside the Theater's staff hierarchy, the contacts here are readily available to support you in finding a resolution.

OUCH / OOPS

Handling negative comments or actions in real time

Example:



Person A

trying too hard to be funny and makes a thoughtless remark.

"Oops" indicating recognition & regret.

Then there's a Pause.



Person B

"Ouch!" cueing Person A to realize that the funny remark was potentially hurtful.

It's up to Person B whether this moment requires some conversation.

So maybe there's a conversation – or maybe the Ouch caller says "Cool, let's move on."

But the decision to move on must come from the Ouch-caller **and anyone in the room can call "Ouch."** It does not have to come from the person who is the focus of the potentially hurtful remark.

If an experience ever feels larger than an Ouch-Oops moment, then concerns about harassment, safety, or a negative environment should be reported using the conflict resolution path above.