

# CLEMSON UNIVERSITY OMBUDS OFFICE

# THE CONCERN FORMULA

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When you have a list of issues to share with someone, it can be easy to get off course, share more than you need to, and immobilize the other person with a deluge of complaints. For example, how is someone supposed to respond to this?

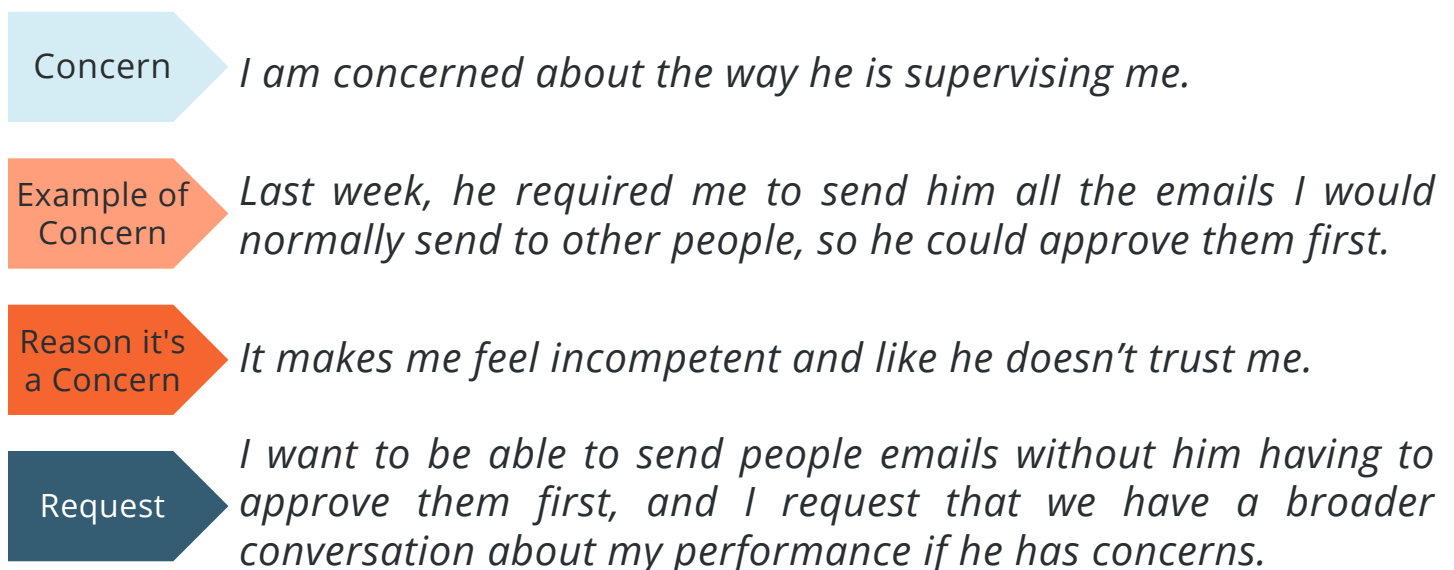
*He is toxic. He micromanages me. I can't work with him anymore.*

The most effective way to get your concerns addressed is to share them in a way that the other person can respond to them. Be specific with examples. Give the reasons behind why this is a concern. Give the other person an action step they can take.

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What if you said this instead?



Now the other person understands why you are struggling with this situation and has a reasonable request to respond to. This formula can keep you on track and move you toward resolution.