



Engage, Explain, Encourage, Enforce – applying the four ‘E’s

Adopting a four-phase approach to addressing non-compliant behavior

This is guidance to help faculty and staff put the four ‘E’s into practice – it’s a suggested approach.

The **four ‘E’s** are based on evidence that people are more likely to comply if they feel they have been treated fairly, have received an explanation, and have been given the opportunity to give their view.

1.

Engage – when you speak to someone, try to establish your awareness and understanding of the situation. You may ask people about their circumstances if they are out in public. Provide people the opportunity to express their views. You should listen and take people’s responses into account.

COVID19 example: “I notice you don’t have a face covering. To comply with the new university policy and ensure your safety and the safety of others we’re all being asked to wear a face-covering. How can I help make sure you’re in compliance?”

2.

Explain – Treat people with dignity and respect. You may highlight our rationale by explaining wider social factors.

COVID19 example: Educate people about personal risks they are taking, explain the physical distancing policy, and highlight the responsibilities we all share, such as the risks to public health when not adhering to physical distancing or wearing a face covering.

3.

Encourage – Encourage people to act reasonably. Be consistent in your approach and willingness to explain why you are requesting a certain course of action.

COVID19 example: Provide guidance to individuals, suggesting they return home, physically distance, or don a face covering. Emphasize that staying vigilant and safe (physically distancing and wearing a face covering) saves lives.

If you have been explicit in your request for someone to take action, have explained the risk and encouraged people to be reasonable to save lives and they have refused, then it may become necessary to:

4.

Enforce – As a last resort, violators may be referred to the Office of Student Conduct and Community Development. Sanctioning is at the discretion of that office.

The enforcement powers are afforded to the Office of Student Conduct and Community Development by the **Student Code of Conduct** and **Community Standards** regulations (2020).

Conduct officers should only use these powers if the **Engage, Explain, and Encourage** phases are unsuccessful.

Conduct officers will employ their judgment, make sensible decisions and continue to use all other powers, as usual.