

OFFICE of the UNIVERSITY Ombudsperson

TIPS FOR MEETING WITH YOUR INSTRUCTOR

Throughout your time as a student, you may need to have a meeting with a staff or Faculty member to discuss a decision that you aren't satisfied with, or they may request to meet with you to discuss something, such as your academic performance, or an incident that may have occurred.

Meetings are a great way to gain understanding, seek clarity, get information, and to demonstrate your own motivations.

The attitude and approach you bring to the meeting may strongly influence its outcome, so it's important for you to consider the following tips:



DO:

- ✓ Tell the truth and clear up any miscommunication or misunderstandings
- ✓ Stay calm, open-minded, and rational
- ✓ Acknowledge other points of view
- ✓ Ask helpful questions to ensure you fully grasp the facts
- ✓ Be open to seeking a positive outcome and be willing to negotiate
- ✓ Take responsibility and if needed, apologize for your actions or mistakes and move forward
- ✓ Ask about next steps

DON'T:

- ✗ Point fingers or blame others
- ✗ Threaten, argue or be defensive
- ✗ Make assumptions about what the other person may be thinking
- ✗ Focus on the past or speak negatively
- ✗ Jump to any conclusions or decisions
- ✗ Assume this is the final decision or outcome
- ✗ Leave the meeting without fully understanding your next steps

*Information has been adapted from the UBC Office of the Ombudsperson for Students (<https://ombudsoffice.ubc.ca>)