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Title	What to do if a staff member is abused or harassed on social media: advice for managers (infographic)
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Publication date	2024
Original Citation	Burns, K, Ó Súilleabháin, F & Halvey, O 2024, What to do if a staff member is abused or harassed on social media: advice for managers (infographic). University College Cork, UCC. < https://www.ucc.ie/en/appsoc/research/projects/smoa/ >
Type of publication	Other
Link to publisher's version	https://www.ucc.ie/en/appsoc/research/projects/smoa/, https://hdl.handle.net/10468/15846
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Download date	2026-11-16 19:18:47
Item downloaded from	https://hdl.handle.net/10468/18483

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WHAT TO DO IF A STAFF MEMBER IS ABUSED / HARASSED ON SOCIAL MEDIA: ADVICE FOR MANAGERS

ADVICE FROM PARTICIPANTS IN A @UCCSOCIALWORK STUDY ON THIS TOPIC



1. Check in, listen, & ask questions

Many of the participants in this study said that no one called them to ask how they were. Ask: What happened? How are you feeling? What can I do to help? Say: you are not on your own. What do you need to do next as a manager?



2. Personal or agency issue?

If abuse or harassment on social media is related to an employee's work for the agency, the employer has a duty of care. Study participants described it as a second source of distress when they were told that this was a personal matter to address on their own.



3. Assessing safety & risk

Are there risks to staff or others? What is the nature of these risks? Who needs to know? What practical, immediate steps can you take? Refer to, and implement, relevant agency policies. Screenshot, record evidence & share with relevant persons.



4. A supportive working environment

Staff have an expectation of a safe working environment, which now includes digital safety. Supportive managers listened, accepted that this is a work issue, facilitated access to resources, and were compassionate. Ask: What can the organisation do to help?



5. Reporting responsibilities

Who needs to know? Will the staff member need legal support? Has the incident been reported to the social media platform? Do you need to notify An Garda Síochána? Is a 'take down' request to the social media company required?

FOR MORE DETAILED ADVICE AND RESOURCES: UCC.IE/EN/APPSOC/RESEARCH/PROJECTS/SMOA/ OR SCAN THE QR CODE

SCAN ME

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