Assess the message.

Positive

- Is the news worth sharing up?
  - Let your boss know.
  - Do you want to respond?
    - Yes
      - Let your boss know.
      - Can you add value?
        - Yes
          - Thank the person.
        - No
          - No response.
          - Respond.
    - No
      - Do I need to tell someone?
        - Yes
          - Report to supervisor.
          - Evaluate the purpose.
            - Unhappy customer?
              - Yes
                - Are the facts correct?
                  - Yes
                    - Take reasonable action to address issues and let the person know it has been addressed.
                  - No
                    - Gently correct the facts.
              - No
                - Dedicated complainer / troll?
                  - Yes
                    - Are the facts correct?
                      - Yes
                        - Gently correct the facts.
                      - No
                        - Gently correct the facts.
                  - No
                    - Comedian wannabe?
                      - Yes
                        - Is the problem resolved?
                          - Yes
                            - Let the post stand and continue to monitor.
                          - No
                            - Explain what is being done to correct the issue.
                      - No
                        - Let the post stand and continue to monitor.

- Respond and share.

- Cite your sources using links, images, or videos.
- Respond in a tone that reflects Allegheny's values.
- Direct users to the most relevant portions of allegheny.edu.

Always:

Negative

- Do I need to tell someone?
  - Yes
    - Report to supervisor.
  - No
    - Evaluate the purpose.
      - Unhappy customer?
        - Yes
          - Are the facts correct?
            - Yes
              - Take reasonable action to address issues and let the person know it has been addressed.
            - No
              - Gently correct the facts.
        - No
          - Dedicated complainer / troll?
            - Yes
              - Are the facts correct?
                - Yes
                  - Gently correct the facts.
                - No
                  - Gently correct the facts.
            - No
              - Comedian wannabe?
                - Yes
                  - Is the problem resolved?
                    - Yes
                      - Let the post stand and continue to monitor.
                    - No
                      - Explain what is being done to correct the issue.
                - No
                  - Let the post stand and continue to monitor.

- Respond and share.

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Always: