

# KELPO – Guidelines for addressing bullying and inappropriate behaviour



# Good conduct – what does it mean?

We trust and respect one another.

We promote a good work atmosphere collaboratively.

We are polite, greet others, use respectful language, thank and encourage one another.

We respect everyone's privacy. We do not discuss other people's private matters, unless they themselves bring up such topics.

We think twice before forwarding messages and keep confidentiality in mind also in digital media.

We pay attention to our style of communication.

# Giving and receiving feedback

Provide positive feedback whenever you can.

Carefully consider and choose the time and place for providing feedback.

Focus on substance. Avoid getting personal.

Appreciate the feedback you receive:

- Take in feedback with a positive and open mind
- Offer your opinion if required
- Use feedback to develop your way of acting

# Instructions for students

- Situations in which you experience bullying or inappropriate treatment
- Situations in which others feel you have been a bully or behaved inappropriately

# If you are treated inappropriately

Document the facts of the incidents. Determine what you found offensive in the situation.

Tell the offender **as soon as possible, either verbally or in writing**, what part of their behaviour you found inappropriate OR contact the campus study counsellor if required.

You can ask a student or teacher tutor, the campus study counsellor, the OSAKO harassment contact person or another student to accompany you for support.

The goal is to bring about a reconciliation.

# If the inappropriate treatment continues

Contact the campus study counsellor, Elina:  
[elina.penger@oamk.fi](mailto:elina.penger@oamk.fi)  
tel. +358 50 435 2323

Describe what happened and how the matter has been handled to date.

If required, book an appointment with student health services: YTHS, tel. +358 46 710 1073

# If you observe inappropriate treatment in your student community

Intervene. Bring up the matter. Through your own action, show that you do not accept inappropriate behaviour.

If required, report the incident to a student or teacher tutor, the OSAKO harassment contact person or the campus study counsellor.

If the inappropriate treatment continues, contact the campus study counsellor, Elina: [elina.penger@oamk.fi](mailto:elina.penger@oamk.fi)  
tel. +358 50 435 2323

# If you receive feedback on your behaviour:

Listen to or read the feedback carefully and take it seriously. Keep in mind that it concerns another person's **experience**.

If required, as the person to specify what in your behaviour they experience to be bullying, harassment or otherwise inappropriate.

Take your time to process the feedback. Consider whether your behaviour was appropriate and how you could change it.

If you wish, explain your view of the matter constructively.

Be ready to apologise.



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