

GETTING THINGS DONE

Managing risk and reputation



Paying attention

Reputation is hard to earn... and easy to lose. This is true of individuals, groups and organisations. You have an obligation to your colleagues, your clients and your organisation to protect their reputations and their personal, professional and financial data.

There are many ways to impact people's privacy and reputation. Here are a few examples. Add any others you can think of.

- Inappropriate social media postings – pictures or text.
- A personal email message is distributed to a work group.
- A confidential document is left in a photocopier.
- A phone call on public transport – complaining about your colleagues or discussing a contract.
- Laptop left on the train.
- Password protection not implemented.
- Gossip.
- Add your examples here.



ACTIVITY

What is your experience of harm to reputation (whether to an organisation or individual)? How did it happen? What was the impact?

On reflection, can you identify any risks you have taken which could have impacted negatively on someone or something else?

Thinking about your current context and managing organisational risk and reputation, what do you think you could pay more attention to – and what will you do first?

Discuss risk and reputation with your team. How do you all see your responsibilities? When might you have to be more careful?



Complete the Reflection sheet