

Supervisor Toolkit

Tobacco-Free USC

- 1. When facing a disciplinary situation, give the employee time to tell his or her side of the story.**

“We have received a complaint regarding your using tobacco on campus. (Share the details). I know the perspective of the complaint, but I’d like to give you an opportunity to share yours. What happened from your perspective?”
- 2. Be respectful. Listen and have empathy for the employee’s situation.**

“I know that this is a new policy and as a smoker or tobacco user, it must be difficult for you. I’m here to help you with this transition.”
- 3. Be direct. Make a clear statement that this is an important policy to the University and it is an expectation that everyone adheres to this policy**

“Even though this is a new policy, we’ve always had policies about not using tobacco products in certain areas. I need you to understand that violations to University policy are serious and I need your cooperation.”
- 4. Refocus the employee back to the issue (violating tobacco-free area) and ask them to come up with action steps that will resolve the problem.**

“Now that we’ve discussed the importance of complying with the tobacco-free policy, how will you manage to follow these guidelines in the future? Let’s talk specifically about what you will do the next time you feel the need to use tobacco during working hours. How will you manage the situation?”
- 5. Double-check that you understand (summarize what employee said).**

“So, what you’ve just said to me is {rephrase what you heard}. Another suggestion might be to [suggest possible alternatives if necessary].”
- 6. Make sure they are aware of the local and campus resources for tobacco cessation available for those wishing to quit tobacco or to assist employees not ready quit but wanting to adhere to the policy.**

“I’d like to refer you to our local and campus resources. They can assist you even if you aren’t ready to quit using tobacco. If you have insurance with the State Health Plan you have the Quit for Life program that includes nicotine replacement therapy and a personal tobacco quit coach. You can reach them at 1.866-QUIT.4.LIFE. You can also contact Campus Wellness at -803-777-6518 for resources on campus and if you don’t have health insurance you can contact the SC Quitline at 1-800-QUIT-NOW or Palmetto Health at 803-296-2273.”
- 7. Set up a future meeting to discuss progress.**

“Let’s meet again in two weeks to discuss how you are doing. It’s important to me that you succeed in this plan, so please let me know anytime between now and when we meet if you are having difficulties.”