

CONFIDENTIALITY

(Reference: Parlay International. Distributed under licensing agreement to BYU-Idaho employees.)

Definition of “Confidential”

- Told in confidence.
- Entrusted with private or secret matters.
- Imparted in secret.

What Is Confidential?

Did you know that one of your most valuable communication skills is knowing when to keep quiet? Some subjects should be discussed only in confidence, and others should be avoided for the sake of morale.

Subjects Best Left Alone

- Personal or political disagreements (e.g. when someone asks your opinion about political or controversial social issues, or when someone asks you to take sides in personal disputes).

Subjects That Should Never Be Discussed Publicly

- Personal information including salaries, grades, etc.
- Information heard in confidential meetings and discussions.
- Another employee’s work performance.
- Your feelings about company policy, especially if you don't agree with it.
- Management conflicts or conflicts between you and your boss.
- Personal problems people have discussed with you.
- Anything anyone has discussed with you in confidence, unless you would break the law or company policy by keeping quiet.

Why It's Important

Knowing when not to communicate actually encourages good communication. When people know they can trust you not to reveal confidences, they feel safe telling you important information.