INTRODUCTION
In the aftermath of the #MeToo movement, many have asked the question, “When It Comes To Sexual Harassment Claims, Whose Side Is HR Really On?”

Thus, this research sought to develop a better understanding of HR professionals’ perception of role conflict in sexual harassment cases through the narratives of twelve HR professionals.

METHODS
Qualitative inquiry was used to identify a common thread between several individuals’ lived experiences.

Semi-structured interviews were conducted to document the viewpoints and narratives.

Participants in the study were:
• HR professionals with experience investigating a sexual harassment claim.
• Consisted of two men and ten women that ranged in age from mid-twenties to mid-sixties.

RESULTS
Developing patterns in the data revealed three themes related to the management of tension associated with perceived role conflict:

1. Credibility upstages role conflict
2. Emotional compartmentalization
3. Using intuition in making determinations

CONCLUSIONS
1. HR professionals adopt different roles based on the situation; and is often influenced by their rank, tenure, and affinity to the role.

2. The extensive process in place to handle sexual harassment cases are great for gathering information; however, creating tools to concede and deny judgments based on intuition can lead to better decisions.

3. Balancing competing values requires exhaustive emotional management.

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LITERATURE CITED


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