



## The Writing Center as a Workplace

### Professionalism Toward the Writer

- Be pleasant and courteous
- Make sure everyone feels welcome
- If working online with the writer, be aware of your tone
- Avoid negative comments about the writer's topic
- Honor the confidentiality of the tutoring relationship

### Professionalism Toward Course Instructors

- Refrain from writing any part of the student's paper
- Be careful to not comment negatively about an instructor's methods, assignments, personality, and grading policies
- Do not criticize the grade that an instructor has given to a paper
- Focus on strategies to help the writer improve the paper
- Do not suggest a grade that the student should receive for the paper

### The Many Hats Tutors Wear

- **The Ally:** You are a friend offering support to the writer as they write the paper.
- **The Coach:** The work of writers needs to be their own, but by asking questions, making comments, and functioning as a reader, you encourage writers to think through problems and to find their own answers.
- **The Commentator:** You provide perspective, make connections to larger writing issues, and give students a sense of when and how they are moving forward. You help students to acquire skills and strategies that will work for this paper and for others as well.
- **The Collaborator:** You acknowledge the writer's own writing style and format of the paper, while at the same time, give a few suggestions as what you would do if you were writing this paper.

- **The Writing Expert:** Students will think of you as a writing expert, and you are excellent writers. If you are not sure about a specific grammatical issue or writing style question, check, or have the writer check, a textbook, handbook, or website.
- **The Learner:** Knowing little or nothing about a topic often makes you a perfect audience for a paper, so you can learn about the topic from the writer.
- **The Counselor:** You listen to the writer's concerns and deal with issues such as attitude and motivation. You offer support, sympathy, and suggestions as appropriate.