



## UI Appeals Witness Etiquette

### General Information:

- Tell the truth.
- Listen to the whole question - repeat the question in your mind before answering.
- Answer the question asked, even if you believe it is the wrong question.

### Answering Questions:

- Wait until the other person finishes asking the question before answering it.
- Do not assume or guess - tell what you know from first hand knowledge.
- Stick to the facts.
- Be certain you understand the question; ask the other person to repeat or restate the question if you are uncertain.
- "I don't know" or "I don't remember" are acceptable answers. You are not expected to have universal knowledge.
- Silence is not a bad thing - stop talking when you answer the question.
- Correct any mistakes in your statements when they are pointed out to you.
- Speak clearly and firmly, loudly enough to be heard by everyone.
- Use your own words when answering questions - do not let the other party form your answer.
- Provide a complete answer, even if the other party interrupts.

### Documents:

- Read the entire document before answering any question(s).
- Request that the document be entered as an exhibit if it will assist in answering any question(s).
- Make sure all documents you intend to offer as exhibits are provided to the hearing officer and the other parties prior to the hearing.
- If the document is not available to all parties, do not mention the document.

### Hearing Decorum:

- Avoid conversational chit-chat, on and off the record. This is a legal proceeding.
- Do not show emotion regardless of what is said. Maintain a professional composure.
- Be respectful of the hearing officer and the opposing parties.
- Avoid arguing with the other side.
- Be as comfortable and relaxed as you can.