



GOVERNING COUNCIL MEETING MINUTES
Thursday, February 28, 2013, 12:10 to 1:00 PM
127 Sproul Hall

GC Members (✓ indicates attended)					
Cynthia Andallo		Yau-Man Chan	✓	Maty Corral-Avila	✓
Karen Denton	✓	Camille Fernandez		Roia Ferrazares	
Barinder Dhillon-Flanagan		Vinaya Gokarn		Lynn Greene	✓
Sharon Miller	✓	Rochelle Niccolls	✓	Greg Ryan	✓
Tom Schnetlage		Donna Seaward		Diane Sprouse	✓
Deborah Tatto		Toni Whittle-Ciprazo	✓		

Excused: Deborah, Donna, Roia, Tom, Cynthia

Rochelle chairs meeting in Tom’s absence.

ANNOUNCEMENTS

- Calls for members of BSA Election Committee. All GC members can help with general elections and excuse themselves for officer elections.
- Who to consider for BSA membership
 - Recent mentee graduates from the 2012-2013 cycle mentees
 - Graduates of the 2011-2012 LDP Program
- Personal contacts of GC members
- Yau-Man retiring on June 30th
- EIM nominations moving forward
- Approval of email minutes to be done by email

OMBUDS PRESENTATION, presented by Ombuds staff: Sara Thacker, Bridget Regan, Michele Bernal

“Staff Ombuds Office: A Resource in Difficult Times”

Ombuds office updates:

- Ombuds recently released their biennial report
- Ombuds launched a new web site with new tools
- Would love feedback from BSA about ways they can improve
- Ombuds has lots of classes to take! Including new ones about Conflict Resolution

The ombuds office is:

- Neutral/impartial
- Confidential
- An advocate for fairness for systemic issues

- A place to learn from problems and be more proactive
- Experts on conflict resolution and provides conflict coaching
- Informal
- Work strategically together
- Doesn't validate the substance of communications

The ombuds office is not HR:

- HR drafts policy; Ombuds does not
- HR is an office of notice, thus confidentiality on a need to know basis
- HR is transactional and technical skills
- HR keeps records; ombuds shreds records

Ombuds can be useful to recommend the particular type of resource you need

Saw a big decrease in mediation services. Their thinking on this is that people are nervous, and mediation requires trust and time. Now there seems to be more conflict avoidance across campus. Instead folks have been opting for coaching and what they can do to influence change in the workplace.

Issue over initiative ownership has been the impetus of the change in ombuds practice in this last reporting cycle. The very top needs to accept ownership. Therefore, ombuds has been working more closely with VC level over these past 2 years.

Ombuds suggests BSA members be proactive about the issues they see on campus and write letters to the senior leaders:

- Ask questions or make recommendations.
- Can support with other anecdotal evidence.
- We can serve as additional data points and advocates for the information contained in this report, especially in light of the new metrics-driven environment on campus.
- As an org that advocates for staff, we can communicate to senior leaders about issues that should go upwards. Help to cross the siloes.
- Ombuds sees a very small subset of the campus, but know that many parts of the campus are experiencing the same things, so make your voice heard.

Ombuds visiting all the different staff orgs. When they visit, they filter the results of the biennial report for each staff org to highlight how their group's issues relate to the campus-wide issues (i.e. African American results for BFSO, etc.)

Primary workplace concerns:

- Big increase in peer-to-peer conflict → likely due to changes in responsibility, role clarity, competition, closeness from teamwork, more work from less staff
- Respect/civility is #1 concern on campus
 - o Operating Principles also found respect is #1 concern in CultureCal results
 - o It's about accountability – when we highlight and bring it to the attention of the campus community without accountability, people just think it's weak.
 - o If people don't feel there's any accountability, and even rises as high as workplace bullying, then there is a disconnect between the message and the actions.

When written in Chinese, the word “conflict” is made up of two characters: danger (which looks like a dragon) and opportunity. Usually people focus on the “dragon” instead of where there are opportunities for growth and systemic change.

Systemic observances & recommendations

- Workplace bullying
- Integrated conflict management systems
- Changing organizational culture