

BSA Governing Council Meeting Minutes

Approved

Date: September 14, 2017

Time: 12:00- 1:30pm

Location: 2001 Addison Street

Attendees: Suresh Bhat (Remote), Allison Covington, Sabina Garcia (Remote), Shirley Giraldo (Remote), Kaitlyn Guthrie, Casey Hennig, Susie Hill, Connie Hsu, Rosita Lucas (Remote), Jorge Martinez (Remote), Harumi Quiones, Daniel Reyes (Remote), Jeanette Robinson, Avi Rosenzweig, Summer Scanlan, Erin Simmer, Emma Strong (Remote), Kathleen Valerio, Ion Vergara,

Absent: Chris Balke, Maria Kies, Mark Brindle, Jennifer Bevington, Danielle Wiskerson

Guest: Sarah Thacker, and Julia Horvath from the Ombudsperson Office

Agenda:

I. Ombuds Presentation

The focus of the presentations is centered on hypothetical case studies with an emphasis on the systemic issues from the [2014-2016 Biennial Report](#).

Additional discussion was held on the parallels of the systemic issues between the biennial report and the 2015 BSA GC engagement survey, and ways that information sharing can be used to map for collective advocacy.

Ombuds Office updates:

- 88% of employees said they learned a skill that will help with future problems
- 99% high satisfaction results from employees
- Established in 1984 and serves on average about 275 individuals per year
- Focus on service and systemic issues
- Instrumental in recommending (2010) the Workplace Bullying Prevention Policy passed May 18, 2016
- Ombuds created one page summaries of three systemic issues: [Organizational Trust and Accountability](#), [Improving Performance Management](#), and [Increasing Access to Professional Development](#) from the 2014-2016 Biennial report

Ombuds Office is:

- Advocates for systemic change
- A place to clarify issues and generate options.
- A place to help resolve workplace disputes, conflicts, and problems
- An advocate for staff interest.

- Community building and provides individual one-on-one coaching services to help create effective communication in the workplace.
- Confidential.
- Designated neutral zone.
- Designed to help with preventative assistance for problem solving strategies during conflict or crisis.
- Helps create environments where diversity can flourish by helping to establish group norms and values.
- Informal, and provides conflict resolution services.
- Not here to tell people what to do, but provide a range of options, share how to communicate differences with respect to others, and how to communicate with respect for others.
- Offers training options for employees on workplace civility, and identifying workplace bullying.
- Provides voluntary mediation services.

Ombuds Office definition of Systemic recommendations to build community is to look at the source of the problem and determine that it can be located in part at the organization policies, practices, structures, and/or culture.

- o Discussion held on case studies about job classifications not having consistent pay scales, salary ranges being wide and overlap amongst classifications with no set policy, and with no consistency across the university.
- o The Ombuds office might help coach an individual to learn how to communicate effectively about equity issues, but they don't advocate on behalf of individuals.

Ombuds Office has identified three systemic issues with recommendations in their 2014 -2016 biennial report and will be presenting the information to the UC Administrative Leadership in the near future.

1. Cultivate Organizational Trust and Accountability
 - During the discussion some BSA members believe that what will help staff feel confident and trust in UC Berkeley is to see action items followed through on in a consistent manner.
 - Primary workplace concerns decrease trust in campus Administration due to the following:
 - Identified workplace concerns are still the same and not much impact has been felt across the campus.
 - Not enough shared information by administration, and no transparency
 - 3-year trend shows the same issues are coming up, and no concrete evidence that recommendations have been addressed.

2. Improve Performance Management

- Systemic issue of contributions and not being recognized is a campus wide problem and the OMBUDS office will be meeting with HR to present feedback on the issues and recommendation of action items for change.

3. Increase access to professional development

- Discussion held and BSA GC brought forward a concern about the notification and method of delivery about professional development announcements.
- Inform staff of the PPSM policy that allows for 1 day a month of professional development hours.
- HR has begun promoting professional developing opportunities through Cal Messages, Wisdom Café website, and through the Talent Management program known as the UC Women's Initiative for Professional Development.
- A suggestion was made to have a central website location for professional development opportunities.

Ombuds wondered if the following strategies would be beneficial to the BSA GC:

- That BSA GC not only becomes proactive about workplace issues, but also to search for the “wins” of past recommendations, and, if so desired, to feel free to use the Ombuds summary reports for resource/reference.
- To possibly look at allies and areas of support and would it be beneficial to generate themes and submit recommendations to senior leaders.

Ombuds informs us that their office can be seen as a bridge to connect, to help people navigate issues, and coach people through challenges.

Minutes respectfully submitted by Susie Hill 10/10/17