

North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union

Present: Miriam Hines, Kristen McWilliams, Patty Spears, Latoya Giles, Christine Epps, Jason Painter, Wall Crumpler, Patti Woodbury, David Kelly, Kim Paylor, Rosalie Tisa, Todd Becker, Kimberly Davis, John Starbuck, Angkana Bode, Matthew High, Charles Craig, Michael Ellison, Shanna Harwell, Lee Ann Clark, James Jeuck, Tennille, Naumann, Janic Coats, Nikki Cofield, Carol Reilly, Antoinette Norton, Issac Lewis, Judy Daniels, Erica Wisecup, Cathi Phillips Dunnagan, Wyona Goodwin, Jim Stewart, Charles Cline, Tom Karches, Barbara Walker, Rachell Robinson, Teresa Story, Donis Benton, Belverly Beland, Kerri Rayburn, Cheryl Tripp

Excused: Audrey Hendriks, Amanda Padbury, Maria Moreno, Peggy Elliott, Chris Terwilliger, Rachel Ensing, Jill Phipps,

Absent: Nicole Burgos, Brenda Asbury, Anthony Brown

Call to Order: Robert L. Davis called the 9th meeting of the 20th session to order.

The following information was distributed at the Staff Senate meeting on April 1, 2015. Dr. Lukadoo stated if anyone would like to have the following program conducted in their units, to contact her at deb_luckadoo@ncsu.edu.

Managing Difficult Conversations

Dr. Deb Luckadoo, Director of Staff Diversity, Office for Institutional Equity and Diversity
Dr. Roger Callanan, Student Ombuds, Assistant Vice Provost, Division of Academic and Student Affairs

INTRODUCTION OF GOALS FOR SESSION

- Foundation for Campus (National Coalition Building Institute [NCBI] Principles)
- Recognizing and Preparing for Difficult Conversations
- Structures to consider; practice

BACKGROUND - NCBI PRINCIPLES

- ☑Every person and issue count.
- ☑Guilt immobilizes and keeps us from taking action.
- ☑Hearing stories related to life experiences shifts attitudes.
- ☑Empowerment is the outcome of skills development.
- ☑A team approach is required for institutional change.

PREPARATION

1. Recognizing when a comment or other behavior causes discomfort
2. Assessing the context of the situation to guide how to respond
3. Acknowledging that the person who made the comment has a story to tell
4. Exploring the options for responding and the outcomes of each
 - a. Fight, Flight or Flow
 - b. DESC Method (Describe, Explain, Specify, Consequences)
5. Practicing to become comfortable with the options

North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union

GROUP ACTIVITIES

| GOAL | DESCRIPTION | ACTIVITY |
|--|---|---|
| COMMENTS THAT CREATE DISCOMFORT | Comments and categories of comments - individuals make short lists of such comments | 1-Participants list comments as whole group 2-Participants get into pairs, choose a comment that is relevant for them. |
| CONTEXT | What is relationship between the one who spoke and the one who needs to address it? (i.e. supervisor, colleague, friend, family member) Where is this happening? | Pairs discuss the contexts for their situations. |
| STORIES | Understanding the stories behind both the comment and the reaction. | Where did the remark come from? What is their/your story? Why did you react the way you did? Pairs answer these questions as pertains to their situations |
| OPTIONS | Judgments are being made about how to move forward: What do you want to accomplish in the conversation? | A. If no external expectations are in place, consider Flight/Fight/Flow B. If the comment violates values and expectations of the university and you are in a position to elicit behavior change, you will need to address the comment and set expectations for behavior. DESC method is a good tool for this. |

North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union

Examples of Conversation Starters / Possible Responses using FLOW

(i.e. responding with complete respect; no blaming)

1. _____, can we talk? (might choose to move away from public location) Because I value you and our relationship, I'd like to share how I'm affected by what I just heard (you say). Would that be alright?
2. I used to laugh at (racist/sexist/cultural) jokes like that one, too; I really did. But I've come to understand the harm humor can do by reinforcing stereotypes and disrespect for a group of people.
3. I've been collecting jokes that I think are really funny, but that don't do any harm by targeting a person's identity. Would you like to hear one of my favorites?
4. Ouch! I know you didn't mean to hurt me, but what you just said really did. Tell me what's going on for you.
5. That kind of comment is really unwelcome here. I'm glad for us to talk about the reasons if you'd like.

Examples of Conversation Starters using the DESC Method

DESCRIBE: In our staff meeting today you described the student who came in your office as being "gay" by which you meant unintelligent, or inept.

EXPLAIN: Using "gay" in this way is a slur that is disrespectful to the persons being described and may actually be hurtful to someone who hears you that may be a member of the GLBT community or have close friends or family members who are. If they happen to be a co-worker, then your relationship with that person may suffer.

SPECIFY: NC State expects all members of the community, including staff, to behave respectfully towards all other members of the community. GLBT people are actually a protected class at the university. Therefore, as your supervisor I'm letting you know that I have documented this incident and I expect you to refrain from using disrespectful language to describe any member of our community.

CONSEQUENCES: Following this expectation will help ensure that you maintain a respectful relationship with everyone you interact with at the university. Others in our workplace will feel more comfortable working with you and our team will be more productive. On the other hand, failure to meet this expectation could result in further disciplinary action.

PRACTICE: formulate specific responses you might use in the situations you described.

WRAP-UP

National Coalition Building Institute

Flight, Fight, and Flow

| | <i>Fight</i> | | |
|------------------------|---|--|--|
| | <i>Flight</i> | | <i>Flow</i> |
| GOAL | <ul style="list-style-type: none"> • To avoid conflict • To preserve relationship | <ul style="list-style-type: none"> • To make a stand • To feel better/feel like you've done something • To stop the behavior in your presence | <ul style="list-style-type: none"> • To preserve relationships • To find the source of prejudice • To shift attitudes |
| FOCUS | On You | On You | On the "Perpetrator" |
| APPROACH | Avoidance and Acquiescence | Confrontation and Criticism | Engagement and Enlightenment |
| Example | "They're taking over the neighborhood!" | | |
| TECHNIQUE | Ignoring or Noncommittal Agreements | "You" Statements and Verbal Attacks | "I" Statements, Information-Seeking and Subtle Commentary |
| RESPONSE | "It's a beautiful day, isn't it?" | "It's people who think like you that are ruining the neighborhood!" | "You sound really upset. What's been happening?" |
| LIKELY REACTION | Obliviousness | Guilt & defensiveness | Communication |
| OUTCOME | Behavior continues, believing s/he has a sympathetic ear | Behavior continues (just not around you) | Perpetrator begins to examine assumptions |

Communicating Effectively During Conflict

by Lynne Eisaguirre

To listen well, follow these guidelines:

1. Remember Filters. We all hear what is said through our own filters. Filters can include our assumptions, biases, our own history, experience, etc.
2. Listen as a witness. Ask, “how would I listen to this person if I knew I were going to be called as an objective witness in court?” How can I listen well enough to hear the still, small voice inside of me?
3. Clarify. Before you speak, make sure that you understand what the other person is saying. Ask open-ended (non-leading) questions until you do.
4. Restate. Ask “I think you said ‘ . . . ’ Is that accurate?” Continue restating until your partner agrees that you heard him or her accurately.
5. Pause before you speak. Ask yourself which conflict style you’re using and why. Is it the style that will serve you best over the long term of this relationship?
6. At the end of a communication, summarize the conversation and clarify the original reason for the communication. Did the speaker want your advice, feedback, a sympathetic ear, action or a solution to a problem? Be sure you know why you were asked to listen and what you’re expected to do—if anything—about the communication. Many of us jump in too quickly to give advice or fix a problem before even bothering to ask if the speaker wants advice.
7. Assume 100% of the responsibility for the communication. Assume leadership in your communication. Assume that it is your responsibility to listen until you understand and to speak in a way that others can understand.
8. Check out misunderstandings. Assume miscommunication before you assume someone is trying to undermine your efforts.

Lynne Eisaguirre biography and additional articles:
<http://www.mediate.com/people/personprofile.cfm?aid=872>
© Copyright 2008-2015 Lynne Eisaguirre

North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union

Roll Call:

Jim Stewart, Parliamentarian conducted roll call.

Approval of the Minutes from March 4, 2015.

Minutes were not voted on

Chair's Report:

The chair was very active between March 5th and April 1. Some of the highlight activities are as follows:

- 3/6 - The chair attended the Campus Environment and Sustainability Team meeting and reported on Earth Month. Earth Month will be chaired this year by the Chair of the Staff Senate. The recent Staff Wellbeing Survey reflects that 95% of staff consider sustainability very important.
- 3/6 at Noon - The College of Textile held a Town Hall on March 6. The meeting followed a sit down lunch and a keynote speaker. The Chair of the Staff Senate was introduced by the Dean of the College of Textiles. Chair Davis encouraged Staff participation in the Staff Senate and shared some of the programs being offered by the Senate.
- 3/9 - The Chair and the Chair-elect attended the University Council meeting. The meeting discussed the latest information regarding enrollment. Student overall grade point averages and SAT scores in the freshman class are outstanding and improving. The group also discussed athletics and how NC State tries to recruit students who can succeed in their college careers.
- 3/19 - Earth Month Meeting. Staff volunteers are at an all- time high. The Staff Senate is very engaged.
- 3/23 - The chair attended a University Diversity Board meeting. As a member of the Task Force on Staff, the chair encouraged the university to track opportunities for staff development and the results of special programs created for the purpose of developing staff.
- 3/25 - The chair along with the Chair-elect met to discuss a possible future partnership between a new restaurant being established on Hillsborough Street which will serve healthy low cost meals to community members, students and staff.
- 3/26 - The chair and the chair-elect attended the monthly group breakfast with the Chair of the Faculty Senate, the Student Senate and the Graduate Student Association.

North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union

Committee Reports:

Diversity:

No report.

Elections:

Submitted by Donise Benton, Chair

Thanks to committee members who assisted with eligibility verification process. [Kristen, Nicole, and Nancy] Nicole and Nancy mailed out letters for 10B.

Deadline for nomination acceptance email/letter was Friday, March 27th. We received supervisor approval from all candidates that accepted their nominations.

Districts Elections

The following districts will run elections:

- D6
- D10B
- D14
- D15A
- D17

Go LIVE

File is due to IORP on Friday, April 3rd. Elections will go live on Monday, April 13th and close April 27th. Paper Elections will be prepared and sent out by committee on Thursday, April 9th for District 10B. Election results due to Chair and committee by May 1st, by IORP.

External Affairs:

Submitted by Antoinette Norton, Chair

- External Affairs Committee had a meeting Dr. Kevin Howell and he gave his approval and support for the Staff Senate NCGA luncheon.
- Dr. Howell suggested that we should hold the first event on smaller scale (holding in the chambers was an option) and we would invite attendees via online (RSVP). Originally we had anticipated opening the invitation up to the whole campus community.
- At this time we will allow the Deans from each college to select individuals attend the event (due to space and limited seating).
- Kevin Howell gave EA names of individuals from NCGA that would be good guest speakers for this event. Rep Rosa Gill was one of names he mentioned. The EA committee will review the NCGA members and Dr. Howell will contact each member to extend the invitation for this event.
- External Affairs Committee is in the beginning stage of organizing a NCGA planning committee to help with the Logistic for this event. Chairman Davis and Rachelle Robinson was asked to be a part of the event planning committee.
- We will work on the proposal to submit to the Staff Senate for funding.

North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union

Governance:

Submitted by Jason Painter, Chair.

Revisions for first section of PM completed. Send to Executive Committee for Review.

Send second section to Executive Committee to review. Ask them to:

- Review existing language / duties
- Provide a summary, bulleted list that is concise for their job duties
- Provide most important responsibilities for the chair.
- If something is listed that is NO LONG relevant then eliminate it.
- Revise each position based on his/her understanding of what his/her role is

Duties reviewed every 2 years. Put in procedure manual. Need a cycle for review of Bylaws and Procedures.

Human Resources:

Sumbitted by Angkana Bode, Chair.

1. Under James Jeuck's leadership, Spring arboretum tours are scheduled for 4/8 and 4/17.
2. Under Shanna Harwell's leadership, April LnL session with the NCSU Art Center Director is being confirmed. There will be 2 Art Classes in July that Staff can participate at \$5 each: dates to be confirmed.
3. As a SS representative to the USCoEEE, Angkana invites all Staff Senators and public to attend the NC State Office of Outreach and Engagement's Annual Awards Celebration on Monday, April 13th at 4:30 p.m. at McKimmon Center. Provost Warwick Arden will join us as we honor those faculty, staff and students who are dedicated to NC State's mission as a land-grant university to engage with the community for the greater good of our state.

Public Relations:

Submitted by Cathi Phillips Dunnagan, Chair

New Staff Senate website goes live this month!

- Thanks to the Executive Committee for reviewing with us!
- We're completing final tweaks for release.
- BIG Thanks to John Starbuck for going above and beyond!

April Newsletter

- Please email your articles ASAP to Carol Reilly, creilly@ncsu.edu
- BIG thanks to Carol for continuing as our Editor!

Resources & Environment:

No report.

Old Business:

None

New Business:

None

**North Carolina State University Staff Senate
Wednesday, April 1, 2015
Senate Chamber, Talley Student Union**

Adjournment:

The meeting was adjourned at 12:00p.m.

Respectfully submitted by Nancy Phillips, Staff Senate Administrative Assistant