Agenda

11:30 AM   Welcome and Introductions
11:35 AM   Staff Survey Update
11:40 AM   Ombudsperson Report
12:00 PM   Happy Valley Presentation
12:40 PM   HR Transformation Update
12:45 PM   Announcements/Reminders
1:00 PM    Adjourn
Staff Survey Update
Staff Survey Update

- 581 surveys completed or 96.8% of goal
  - Goal based on 600 responses
- 63 paper copies distributed
- Invited to participate:
  - Regular staff – 722 employees
  - Casual staff – 362 employees

Please encourage all regular and casual staff who have not yet taken the survey to do so; all feedback is vital in helping to determine how we collectively shape our work environment moving forward.
Ombudsperson Report
Amherst College
Ombuds Report

Activity July 2016 to June 2017
Ombuds Role at Amherst

• Informal resource for faculty, administration and staff
• Sounding board for employees to discuss concerns
• Coaching and assistance in thinking through options
• Key principles for the office:
  ❖ Confidentiality
  ❖ Neutrality
  ❖ Informality
  ❖ Independence
• Services include confidential 1-on-1 counseling, as well as more active involvement where appropriate --- neutral facilitation or mediation.
Overview of the 2016-17 Year

• 69 interactions with faculty and staff during period from July 2016 through June 2017
• Almost all interactions were 1-on-1 coaching and counseling
• A few cases – “shuttle diplomacy”
• Mediation explored in several cases, but parties elected to not proceed
• Graphic analysis on following slides
Two Views of Usage of Ombuds Services

Other Data of Interest
• About half of visitors met 1X; Most others – 2-3X, and a few were seen more 3X
• Most meetings - in Ombuds Office; Others - via phone or Skype
• Flexibility available as to location, day of week, time
Breakdown of concerns *

- Poor Communications
- Conflict w/Colleague/Supv
- Hiring/Promo/Compensation
- Performance Eval Concerns
- Policy Questions
- Follow-Ups
- Need Info/Resources
- Unfair Treatment

*NOTE – Some visitors had more than one issue
Observations from the Issues

- As we’d expect, interpersonal communications - still room for improvement
  - Conflict competence
  - Difficult conversations
- Role clarity
  - Expectations clearly communicated?
  - Allowing safe space for subordinate to ask for more direction
- Change Management – continues to be an area for focus, given level of change at AC
Ombuds Survey Feedback

- Continuing to survey all office visitors
- Results highlights:
  - 92% - “very satisfied”; 8% - “satisfied”
  - 100% would recommend the Ombuds to a colleague
  - Verbatim comments:
    - “helped me think through my troubles in a clear and nonjudgmental way”
    - “very easy to talk to and understood my concerns”
    - “feedback and approach we discussed was very helpful”
    - “strong resource in helping to clarify a difficult situation”
In the coming year....

• Continuing to raise awareness
• Inviting myself to one of your staff meetings
• Delivering occasional training in communication skills and conflict competence
Happy Valley Presentation
Happy Valley Presentation
The Two Magic Words for stimulating communication

An Interactive Talk Experience with Pam Victor
President, Happier Valley Comedy
www.happiervalley.com
Improviser Communication

Disregard fear of the unknown
Let go of control
Transparent collaboration
Pay attention to the actual moment
Acceptance of that new reality
Agreement to move forward together
“No because...”
“Yes, but...”
“Yes, and...”
“No because…”

“Yes, but…”

“Yes, and…”
Did you move forward together?
Did you communicate & collaborate successfully?

“Yes, but…”

“Yes, and…”
Did you move forward together? Did you communicate & collaborate successfully?

“Yes, and...”
The Spirit of “Yes, and…”

Accepting the reality of the moment and moving forward together
The Spirit of “Yes, and…”

Encourages mindfulness of why we may need to say no and what we can say yes to
"Say yes, and you'll figure it out afterward’ has helped me to be more adventurous. It has definitely helped me be less afraid."

- Tina Fey
The Spirit of “Yes, and…”

➢ Is “No” coming from fear of the unknown or of letting go?
➢ What *can* I say “Yes, and…” to?
➢ How can we best move forward together?
How can you use the spirit of “Yes, and…” to benefit your communication?

- Brainstorming sessions
- Problem solving
- Stimulating innovation & creativity
- Feelings of ownership among group
- Promoting collaboration
- Bringing joy into work!
- Allowing folks to feel heard & validated

www.happiervalley.com *
pam@happiervalley.com
HR Transformation Update
HR Transformation Update

• Sibson Assessment Report shared with faculty and staff, and available in the HR website
• Drafts for mission, vision and values with input from senior staff
• Intensive work on process mapping
• HR Retreat with a focus on branding
Future Meetings

Let us know what you want to know!
Supervisory Forum Survey

The purpose is to provide Supervisors and Managers a space for open discussion of issues affecting our work environment. The goals are:

- To increase our understanding of the College’s policies, procedures and customary practices.
- To ensure a fair and consistent application of such policies, procedures and customary practices.
- To share best practices in the management of issues affecting our departments.
- To discuss our concerns, views and perspectives, with the aim to build a common mission and vision.
- To strengthen our peer relationships and establish mutually beneficial collaborations.
- To continually develop our supervisory and leadership skills.

The agenda for each forum is created to address topics of current interest. Human Resources welcomes suggestions about topics or issues to be presented and discussed in future sessions.
OD (Organizational Development)

• Determine specific plans and provide resources to improve performance within a department or on a team

• Customized training for your department (MBTI, 7 Habits of Highly Effective People, Crucial Conversations and more)

• Four Steps in an OD Plan:
  1. Identify Goals and Objectives
  2. Needs Assessment
  3. Customized Training and Meetings
  4. Follow-up Plans and Strategy

Organizational Development on the HR website: https://www.amherst.edu/mm/437075
OD (Organizational Development)

OD initiatives include but is not limited to:

1. Team Development
2. Change Management
3. Conversation Skills for Supervisors
4. Conversation Skills for Staff
5. Crucial Conversations
6. Conflict Skills
7. Running Effective Meetings
8. Improving Work Relationships
9. Performance Management Process
Customized Trainings

**Myers Briggs Type Indicator (MBTI)**

- **Extraversion / Introversion**
  - How do you direct and receive energy

- **Sensing / Intuition**
  - How do you take in information

- **Thinking / Feeling**
  - How do you decide and come to conclusions

- **Judging / Perceiving**
  - How do you approach the outside world
Customized Trainings

7 Habits of Highly Effective People

1. Be Proactive
2. Begin with the End in Mind
3. Put First Things First
4. Think Win-Win
5. Seek First to Understand, Then to Be Understood
6. Synergize
7. Sharpen the Saw
Customized Trainings

Crucial Conversations

Tools for Talking When Stakes Are High - Crucial Conversations Training teaches skills for communicating when the stakes are high, opinions vary, and emotions run strong.

IMPROVE DIALOGUE & ENGAGEMENT
Participants learn the dialogue skills demonstrated by top performers—skills that help you talk with anyone about anything to reach alignment and agreement on important matters.

CREATE BEHAVIOR CHANGE
These skills turn into behaviors that improve decision making, commitment to action, productivity, and relationships.

BUILD HIGH-PERFORMANCE & CULTURE
Consistent behaviors lead to organizations, teams, and individuals developing high-performance cultures based on trust and respect.
Save the Date!

• **Amherst & You - A Welcome Event for New Employees**
  • December 14, 8:30 AM to 3:00 PM

• Upcoming **Supervisory Forum** dates
  • February 8, 2018
  • May 10, 2018
November and December Training Sessions to look forward to

- **Coaching and Conversation Skills for Supervisors**  
  - December 5 and 12

- **Getting to Yes – Using Negotiation Skills to Resolve Conflict**  
  - November 16

- **Communication and Collaboration THROUGH LAUGHTER**  
  - November 28

- **Effective Conversation Skills for Staff**  
  - November 30

- **Achieving Peak Performance for Administrative Assistants**  
  - November 29 and December 13
November and December Training Sessions to look forward to

Office of Diversity and Inclusion

• **Identity & Inclusion Part 1**
  – Tuesday, November 14

• **Hiring for Diversity & Inclusion**
  – Thursday, December 7

• **Identity & Inclusion Part 1**
  – Monday, December 11 (*new session*)
Thank you for your participation!