



## Chancellor's Staff Advisory Council Minutes for February 11, 2010

**Members Present:** Mayra Alcala, Hazel Ando, Barbara Byrge, Sandra Camp, Christine Griffin, Tom Hastings, Andrea Helfer, Melanie Hoven, Sally Lombrozo, Margaret McMurtrey, Michelle Morris, Eve Rothfarb, Kori Soltz, Kimberly Tapia, Christopher Wilderman

**Non-Voting Members:** Kevin McCauley

**Members Absent:** Lydia Davenport (non-voting), Ryan George, Julie Miller, Kathy Murray, Denise Rinaldi

Meeting called to order in Cheadle 5123 at 10:06 a.m.

**I. Welcome and Approval of Minutes (10:07)**

- The January minutes were approved unanimously.

**II. Old Business (10:08)**

- Sally suggests tabling bylaw changes to March.
- Kori tables speaker format discussion until March.

**III. Guest Speaker: Willie Brown – Director of Housing & Residential Services (10:10)**

- Question 1: I admire the way Housing is organized and especially like the communication style and camaraderie among the staff, administrators, and students. With budget cuts across campus and less staff to do the same jobs or more, what are some ways that you think other departments could be more strategic about their re-organization and communication and how would you go about with the transition?
- Response: *"I've always felt we have been a work in progress in housing. We have our flaws, our warts, but we have a commitment to work on those flaws...Being a strategic thinker and planner is key. You need that to fall back on in times of crisis and we've tried to do that in housing."*
- Question 2: Many supervisors don't allow their staff release time for work on campus committees and participating in campus events. Some supervisors even ask their staff to take vacation for the Chancellor's Staff Celebration BBQ if they take longer than one hour, although it's advertised as longer. The culture of your organization seems to promote release time for wellness programs, and participation in UCSB sponsored activities and committees. What would you express to these strict supervisors to convince them that allowing participation is important? What suggestions would you have for those whose supervisors are unduly strict?
- Response: *"There's a book I recommend called 'We are all self employed' by Cliff Hakim. We all need to find a way to work through difficult times and perhaps a difficult administration or leadership...A lot of it comes down to doing a better job of training managers."*

- Questions 3 and 4: What are the first steps a manager can take to implement changes in morale, incentives, team building and general office climate, without the buy-in from the top? Can you provide any guidance in this area? In the housing group is it common to resolve staff conflicts internally? How can that model be implemented elsewhere on campus?
- *Response: "Sometimes you need to have measured risk taking. We have something called Y.E.S (Your Exceptional Staff) that was presented by a staff member and is something we use today that is employee run and sponsored."*
- *"It's not always about the work. We feel it is about the people. In sports you don't have success on the field if you have bad players. Good players can overcome bad coaching."*
- Question 5: Do you have a resource recommendation for managers to use to modify or enhance their management style? To be more effective with their staff?
- *Response: "I don't think there is a magical model. We focus on collaboration so that forces many to conform. We put expectations in writing, we try to be clear as possible with that. And we strive for civility."*
- Question 6: How can our campus leaders be encouraged to provide mentoring and/or succession planning in preparation for open positions as an alternative to the after-the-fact reactionary responses we face now?
- *Response: "We do a lot with training and have installed a professional competency program. We need to understand core competencies of success in our model. That has worked well I think."*
- Sally: suggests that to organize thoughts and direction Work Life ad-hoc and Professional Development ad hoc work together on training and development proposal.
- Kevin: Reminds CSAC of Dilling Yang Scholarship fund. Suggests CSAC discuss ways to revise disbursement method with HR.

#### **IV. New Business (11:45)**

- Andrea: Reports success with Facebook staff page. Membership was at 130 and growing.

#### **V. Committee Reports (11:46)**

- Housing committee had no report
- Website committee had no report
- Nominations: welcomes new members Mary York and Hazel Ando to CSAC.
- Staff Celebration Week:
  1. Established online Google group to coordinate efforts / communications
  2. Revised dates to go on website
  3. Kori is coordinating furniture needs
  4. Catering bids submitted per policy.
- Staff Issues Committee
  1. Notes they have split into sub-committees
  2. Kori suggests more formal review of structure
  3. Kevin suggests Tom Putnam as guest speaker
- Staff Issues Professional Development Ad Hoc Committee gave a brief report on progress to date.

**VI. Items for Next Agenda (12:05)**

- Sally reminds all to submit bios for website/

Meeting adjourned at 12:06 p.m.

**Next CSAC Meeting: March 11, Cheadle 5123**

Minutes submitted by Tom Hastings