

PRACTICAL TOOLS

Methods for Enhancing Civility in Higher Education: An Administrator's Guide

Academics who take on administrative responsibilities often feel inadequately prepared for dealing with difficult people or conflict. While universities are designed to accommodate a range of creative styles and personalities, conduct that exceeds the boundaries of acceptable behavior can damage the productivity and morale of others in the academic work environment.

In this scenario-based workshop, participants will:

- Learn to enhance collegiality and civility in their units, even in the most challenging situations
- Hear conceptual and practical skills needed to not only survive but thrive as an academic administrator
- Learn how to enforce boundaries of acceptable behavior, as well as the elements of dealing with difficult people
- Gain a better understanding of their personal and institutional responsibilities, intervention approaches, and ways to respond to and prevent academic bullying

DATE:

Friday, February 17, 2016

TIME:

8:30 a.m.–12:30 p.m.
Breakfast provided

LOCATION:

Faculty Club Pavilion

REGISTRATION:

<https://goo.gl/forms/QD28aCFGSUOALCZ72>

AUDIENCE:

Deans, chairs, and other
academic administrators

FOR MORE INFO:

See afternoon Faculty Seminar on other page.

FACILITATOR: C.K. GUNSALUS



C.K. Gunsalus is the director of the National Center for Professional and Research Ethics (NCPRE), professor emerita of business, and research professor at the Coordinated Science Laboratory in the College of Engineering at the University of Illinois at Urbana-Champaign. For many years as an associate provost, Gunsalus was responsible for a range of academic policy and administrative duties, including department head training/support and academic policy interpretations and revision. During that time, she was known as the “department of yucky problems,” with duties encompassing oversight of the discrimination and harassment grievance procedure, problem personnel cases, and membership on the workplace violence team. Her focus on research ethics began during her service as the campus Research Standards Officer with responsibility for responding to allegations of professional misconduct by faculty and students. Gunsalus graduated from the University of Illinois College of Law and has an AB in history from the University of Illinois. She has written

The College Administrator's Survival Guide, a book on survival skills for academic leaders, and *The Young Professional's Survival Guide: From Cab Fares to Moral Snares*, about preventing and responding to workplace challenges.

Seminar provided by the National Center for Faculty Development and Diversity.

ENGAGING DIFFICULT PEOPLE

How To Turn Conflict into Productive Workplace Relationships

Who wants to work in an unpleasant environment? While there are some people who enjoy conflict, most want to work in a place they feel good about, where they can contribute, and, in turn, be recognized for their contributions. Yet universities attract a wide range of personalities, which can lead to tension and disagreements. This seminar will focus on the philosophies and methods for resolving interpersonal conflict and achieving productive relationships in the workplace.

DATE:

Friday, February 17, 2016

TIME:

1:30–3:00 p.m.

LOCATION:

Faculty Club Pavilion

REGISTRATION:

<https://goo.gl/forms/8Eh0sAzGjLaPxz8G2>

AUDIENCE:

All academic appointees

FACILITATOR: C.K. GUNSALUS



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