



Employee Relations Organizations Meeting
April 14, 2022 – 10:00am to 11:40am
Zoom

Moderator: Debbie Long

Representatives Present:

ERC: Lyncie Crawford, Katora Jones, Jean Perdicaris, Victoria Christian, Joyce Freeman, Linda Johnson

ESC: Bran Upchurch, Kaining Zhi, Jackie Cotton, Yin Su, Selena Strong, Rosalie Nelson, Mary Judson, Venus Claxton, Blake Dingman, Lisa Hall, Kimberlee Norwood, Dorothea Owens

Representatives Absent: April Phetteplace, Jackie Fox, Andrea Briggs, Janette Smith, Nathan Tipton, Nury Magana

Minutes Secretary: Debbie Long

Visitors: Olivia Ralph, Employee Relations Manager; Selena Strong, Business Manager – Health Professions

Meeting Agenda and Minutes

10:00am **Welcome and Attendance – Debbie Long**

10:10am **Employee Relations Representative training – Olivia Ralph**
See PowerPoint below.

11:10am **Round Table**

AFSA – Student Appreciation Day yesterday (April 13, 2022) sponsored by SASSI and SACE. First major event on campus post pandemic. Several positions are open still open and recruitment for qualified individuals in ongoing. One candidate for Executive Director of CHIPS is coming on campus next week.

Pharmacy – Welcoming three wonderful new hires! Dr. Carmen Coleman, Academic Affairs Coordinator, Kyna Jackson, Admin Specialist II, and Mercedes Tolbert as Director of Student Services. Desha Bolden in Health Professions has accepted the Business Manager position. Other positions are still being recruited for. Commencement is coming up May 10th, Dean is hosting student events in the last week of April.

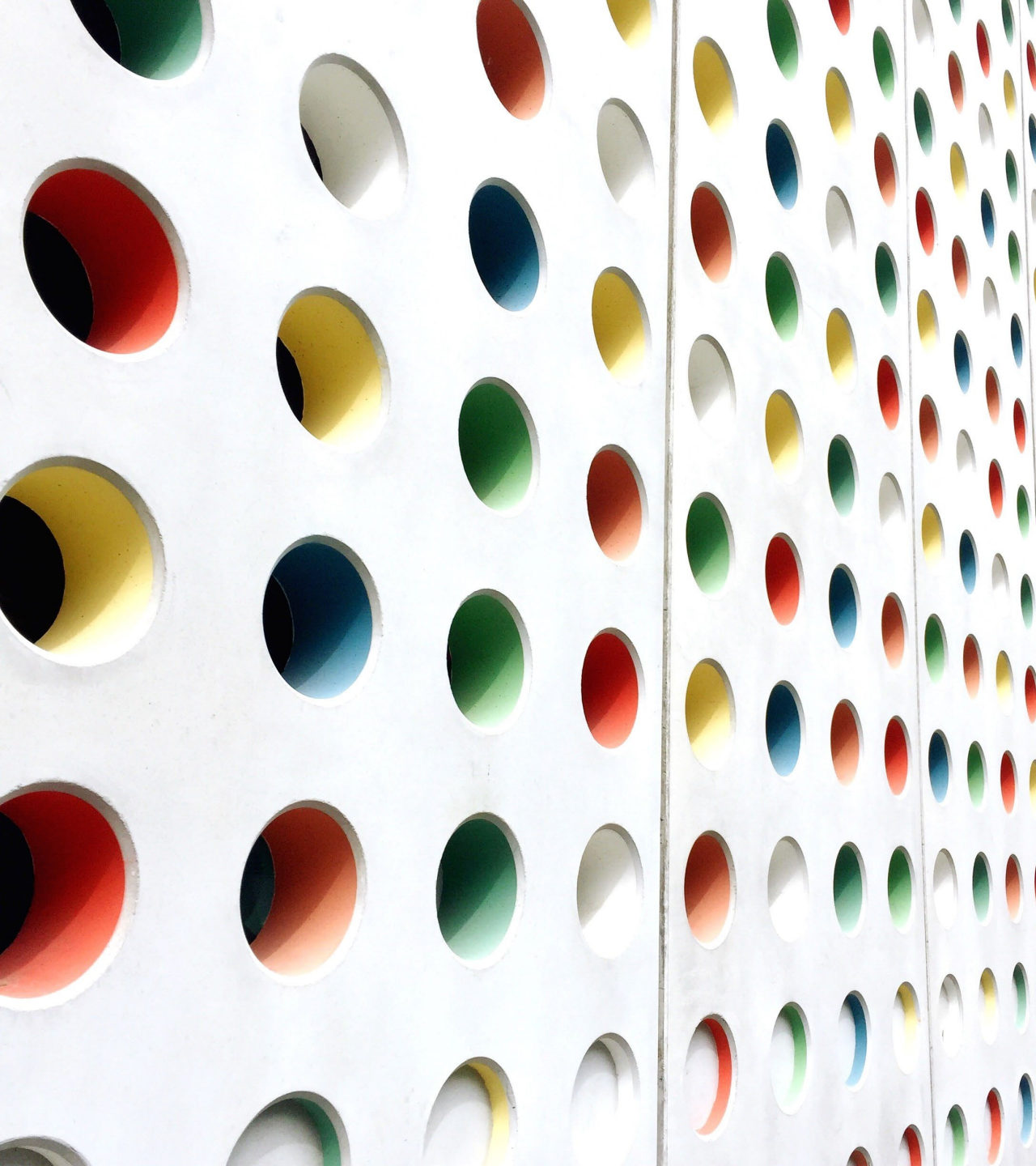


IT – RingCentral is still in implementation stage, the focus at the moment is on remote sites (i.e. East Mooreland, clinics, etc.). Communication is being sent to the departments of the upcoming porting (i.e. transition) as it is expected to take place. **Please encourage people to update IRIS on their correct work phone number and work addresses. This can be done through the People Search or in your Employee Self Service on your MyUT.** May have seen notices about operating system upgrades, both the MAC and PC operating systems are available to be updated. IT is looking to assemble a communications test group and is asking for volunteers to be part of the test group to ensure they are talking to the customers in a voice they understand instead of more techy language.

Kimberlee Norwood, Long Distance campuses and College of Medicine – Dr. Valerie Jameson has retired, and Dr. Kristen Bettin has moved into the Senior Assistant Dean for Clinical Curriculum, and we are searching for an Assistant Dean for Clinical Curriculum requires and MD degree. College of Medicine is in preparation to Clerkships Week is returning to full in person this year April 25th-28th. Julie, RIP but we will have cottage cheese again for the abscess drainage simulation training.

Dentistry – still recruiting for an accounting position, this position does need a bachelor's in accounting or finance and is in need of filling this position. Goal of construction for new Dunn Dental building to be completed by 2023. New Debra Bolton, Assistant Director of Admissions, Amanda Durham Manager in Oral Surgery, Marie Watkins is the newest dental assistant in Operatory. Yesterday CoD held a Dental Assistant luncheon that went well, it was a blast! Each assistant received a goodie bag, lunch, and certificate.

Forensic Center – Have openings in administration, forensic tech. and death investigator position as well.



Employee Relations

CONCEPTS & TOOLS



Why are Employee Relations important?

RETENTION

PERFORMANCE

Employee Relations



COMMUNICATION &
EXPECTATIONS



CONSISTANCY &
RESPECT



CHALLENGES &
DOCUMENTATION

Communication & Expectations

Managers/Supervisors should frequently communicate with their team

Expectations should be realistic, clear and understood

Employees should feel comfortable asking questions and seeking guidance

Trust that employees will do their work

Recognition & Appreciation

Discuss employee development and growth

Develop relationships both with work and personal life

Consistency & Respect



Avoid speaking negatively about employees or the department

Constructive criticism when appropriate



Promote inclusivity

Find ways to show support and connect with employees

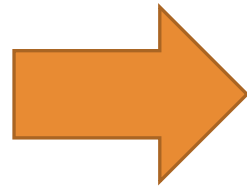


Treat employees with fairness and equity

If there is a warranted difference in treatment, make sure that the distinctions are explained

Challenges & Documentation

- **Conflict management**
 - Personality clashes
 - Gossip
 - Disagreements
 - Respect



- Address this issue promptly
- Mediate the concern
- Ensure Resolution
- Document
- Follow-up

The Human Factor

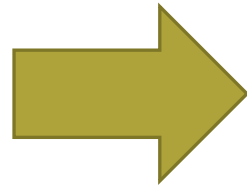
- Take the concern seriously
- Be empathetic
- Be an active listener
- Avoid “blame” statements
- Provide alternatives/suggestions
- Seek assistance when needed



Challenges & Documentation

- Performance Concerns

- Insufficient problem solving
- Poor time-management
- Low quality/low productivity
- Communication challenges
- Attendance



- Acknowledge the concern
- Communicate expectations
- Provide guidance and resources
- Adequate time for improvement
- Document
- Follow-up

ANY
QUESTIONS?

