

CEER Committee Meeting Minutes

11/9/2021

Reminders from Spring 2021: Counsel for Peaceful Resolution (CPR)

- **Purpose statement:** To empower employees with tools and resources to assist in conflict resolution and to support individuals when they engage in challenging conversations.
- **Location:** Office of Professional Development, Employee Onboarding, and Engagement
- **Institutionalization:** formal (AP) and informal (awareness)
- **Structure:** representative across the college

Next steps: completing the AP

- **Structure**
 - How should we specify representation?
 - *From AP:* “to the extent possible...at least one member from each of the following groups: classified staff, full-time faculty, part-time faculty, and managers/administrators”
 - *Note:* We previously discussed the “Trust Huddle” group as a potential starting point, but it is not representative of all constituent groups at the college.
 - We should start with a small group size, ideally having one representative from each of the categories listed above.
 - Will someone from the HR Department be on the team?
 - Because the goal of this group is to facilitate conflict resolution *before* it reaches HR, the CPR should be independent of HR.
 - Possible concern: How can we make people feel comfortable using CPR if it’s within a department housed under the HR umbrella?
 - Do we need an advisory board in addition to an on-the-ground team?
 - No, because the on-the-ground team will be small, no advisory board is necessary.
 - However, the small CPR group will need to know where they can go to get logistical support (e.g., processing

stipends, discussing further training, questions about legal issues). For organization, coordination, and implementation issues, the CPR group will go to the Office of Professional Development, Employee Onboarding, and Engagement.

- Should we specify a minimum term length?
 - Two years
 - This is important because (1) training is expensive and (2) we want consistency so that the group appeals to the community and has the time to promote trust.
 - *Note:* Two years is not a cap, but a minimum period of commitment.
- **Logistics**
 - Application process to join CPR?
 - *From AP:* The Office of Professional Development, Onboarding, and Employee Engagement “will create an application process for members to join the CPR group”
 - How often will the group meet?
 - At a minimum, the group will meet quarterly. If the group wishes to meet more frequently, it can decide to do so.
 - How often will the group reach out to bargaining units? What is “regularly”?
 - *From AP:* “the CPR will regularly reach out to each of Ohlone’s bargaining units (CSEA, SEIU, UFO) as well as the DDAS group”
 - We define “regularly” as once per year.
 - When reaching out, the CPR can provide information about how effective the group has been, while also checking in to ensure that it is not overstepping on any issues that should go to the respective unions.
 - Do we need to specify group members’ release time and/or stipends?
 - *From AP:* “This funding will be used, in part, to provide release time and/or stipends for CPR members to be able to fit this work into their other Ohlone responsibilities.”
 - So that it applies across all representative groups, members should receive stipends. Release time would only apply to certain constituent groups, so it is better to provide stipends across the board.

- **Training**
 - *From AP:* “with all applicants committing to necessary training”
 - What type of training are we looking for? How often should it occur?
 - Training will need to be long-term (most likely over six months)
 - We will also likely need an annual refresher training course
 - As part of the training, CPR members need to learn what types of issues need to go elsewhere (e.g., to HR, to the various bargaining units, to legal services)
- **CPR as a pilot**
 - The first year will be a pilot. We acknowledge that we may need to pivot after the pilot.
 - Launching a pilot will allow us to collect information on:
 - The types of issues that employees bring to CPR (without breaching confidentiality)
 - The types of issues community members *would like* to bring to CPR (we can conduct campus surveys)
 - Whether the group is actually helping to lower HR legal bills
 - The types of additional training that may be necessary for CPR members

Next steps

- Conduct research related to the budget and stipends
- Meet again -- possible meeting dates will be sent via email
- Present the AP to Faculty Senate
- Present the AP to College Council (second reading)

Draft Administrative Procedure (AP) from Spring 2021

AP ##### Resources for a Positive Working Environment

Reference:

Ohlone College is committed to facilitating a positive working environment for all of its employees. The College also recognizes the challenges that have existed in the larger society, external to our own, that have contributed to divisiveness among our country's citizens and to the national erosion of respectful human discourse.

For these reasons, and our belief that Ohlone can lead the way in efforts to resolve conflicts peacefully, we have created the Counsel for Peaceful Resolution (abbreviated CPR), a group that will consist of diverse employees from throughout the College who will work to empower all Ohlone employees with tools and resources to assist in conflict resolutions and to support individuals when they engage in challenging conversations. At the core of the CPR's work will be the premise that every employee has the ability to take accountability for their own actions and the interest in better understanding communication styles and conflict management techniques.

The CPR will be a program in the Office of Professional Development, Onboarding, and Employee Engagement. This Office will create an application process for members to join the CPR group, with all applicants committing to necessary training. To the extent possible, the CPR will include at least one member from each of the following groups: classified staff, full-time faculty, part-time faculty, and managers/administrators.

Throughout all of the CPR's efforts, there will be a constant commitment to establishing and maintaining trust and confidentiality, both between the members of the group and between the group itself and the rest of the college community. The CPR will not have any decision-making authority over other employees or their work.

The CPR's two major responsibilities will be:

- to proactively provide resources to the college community that promote positive engagement and self-awareness, self-reflection, and empathy both for others and oneself, and
- to provide individual support and guidance to employees when they request help in handling challenging interactions with other employees.

No employee will be required to participate in CPR activities or seek out help from the group. Additionally, in the event that an employee's supervisor is a member of the CPR, that supervisor will not be informed of any individual assistance given to the employee by other members of the CPR, without that employee's consent.

The College hopes that the work of the CPR will help reduce conflicts and negative engagements from reaching the level of grievance or Human Resources intervention. However, the CPR is in no way intended to replace that level of complaint procedure. For that reason, the CPR will regularly reach out to each of Ohlone's bargaining units (CSEA, SEIU, UFO) as well as the DDAS group to ensure that the CPR has a clear understanding of how its work fits into the structure of other existing pre-grievance procedures established within each of those groups.

In recognizing the value of the CPR's work, the College will commit funding resources to help sustain that work. This funding will be used, in part, to provide release time and/or stipends for CPR members to be able to fit this work into their other Ohlone responsibilities. Additionally, funding will be available for external training and mediation, along with legal consultation when needed.