

## 'ACTION CONVERSATIONS:' REPORTING TEMPLATE

**Date, Time, and Place of Conversation:** Thursday, September 11, 2014

**Duration of the Conversation:** one hour, 12 noon to 1:00 p.m.

**Conveners:** Sarah Blakeslee, Annette Heilesen, Sandra MacNevin

**Moderator:** Annette Heilesen

**Reporter:** Joanne Davis

**Number of Participants:** 5 participants, including conveners and recorder

**Type of Participants:** staff, managers, and retiree

### Theme # 5 – Staff Renewal

**The major ideas / proposed actions / implementation steps/ assessment of priorities emerging from this conversation are:**

**1. Professional Development:**

- It was noted that staff would like to attend more conferences related to their job duties. This would give staff a sense of acknowledgement and they would feel valued for the work they do, and also staff would acquire more training and bring back more resources and training in the performance of their job duties. It was noted that staff would like to see more mentoring as well as networking with other departments and positions. Through increased communication with other departments and units, staff would not be in the position of having to “reinvent the wheel” in areas where there is already a uniform process in existence. Staff present also expressed the concern that the relationship between staff and upper management should be enhanced and strengthened.

**2. Technological Tools to Support Staff:**

- Staff noted that they would like to be provided with a mobile device such as a tablet or I-Pad to increase efficiency and productivity in their work. This would

allow them to attend meetings and take notes more efficiently, retrieve documents at meetings on site, and handle other matters more efficiently.

#### **4. Building Community as Part of Staff Renewal**

- Staff noted that the campus morale is low and that management and supervisors need to let staff know that they are valued employees of the university. It was recommended that communications be improved among staff and management and supervisors, and also that managers and supervisors need to meet more with staff and ask for staff input regarding new ideas. It was also noted that managers might be more mindful of the use of staff time and be more mindful of recognizing staff's job descriptions when delegating additional duties above and beyond the staff employee's normal job duties. It was noted that often staff are working on their primary job duties and the additional work may interfere with the staff members' core job duties and assignments. Through the enhancement of communication among staff and supervisors and managers, the delegation of additional duties might be made with the recognition of time sensitive assignments that staff are currently engaged in. It was also noted that faculty-staff relations at the university should be enhanced and that if faculty had a better understanding of the staff duties and tasks, they might have a better appreciation for the staff in their units and in other departments of the university. Staff present noted that acknowledgement of staff accomplishments and achievements should be enhanced so that staff feel valued for their efforts and contributions. Examples of best practices in this area might be the awarding of a CSU, Chico lapel pin or other gifts of university insignia that would acknowledge staff efforts and pride in the university. T-shirts could be designed and made with CSUC Staff printed on the front to encourage pride in the university and the staff employees who work at Chico State. Another suggestion is that a comprehensive list of all staff in Academic Affairs and across the university be prepared for ASA's and ASC's for networking and sharing of information. It was also noted that ASC's across campus might form a group to have regular meetings.