

HOWDY!

Managers' Minutes November 2, 2023

Division of Human Resources and Organizational Effectiveness

AGENDA

“When Times Get Tough: Managing Emotions and Conflict”

Damon Slaydon

Management Strategy: Managing Emotions and Conflict

Karen Hentschel

Living Well: Stress and Your Personal Health

Belle Stixrod

Grad Assistant Employment Services

Sarah Franke

Employee Learning Week

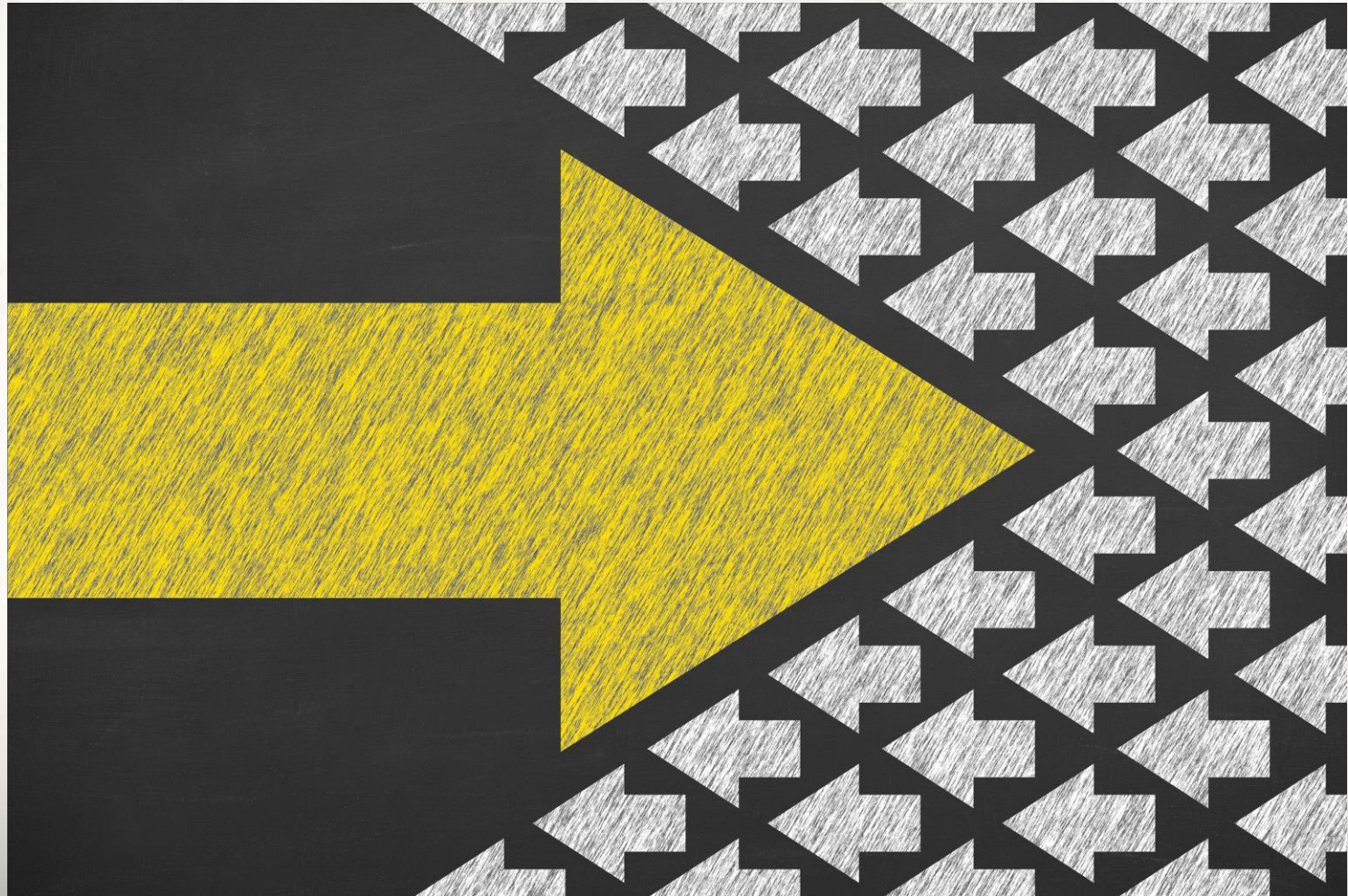
Regan Durham

Giveaway

Karen Hentschel



When Times Get Tough: Managing Emotions and Conflict



Conflict Resolution

When two passionate people come together from different perspectives to solve the same problem



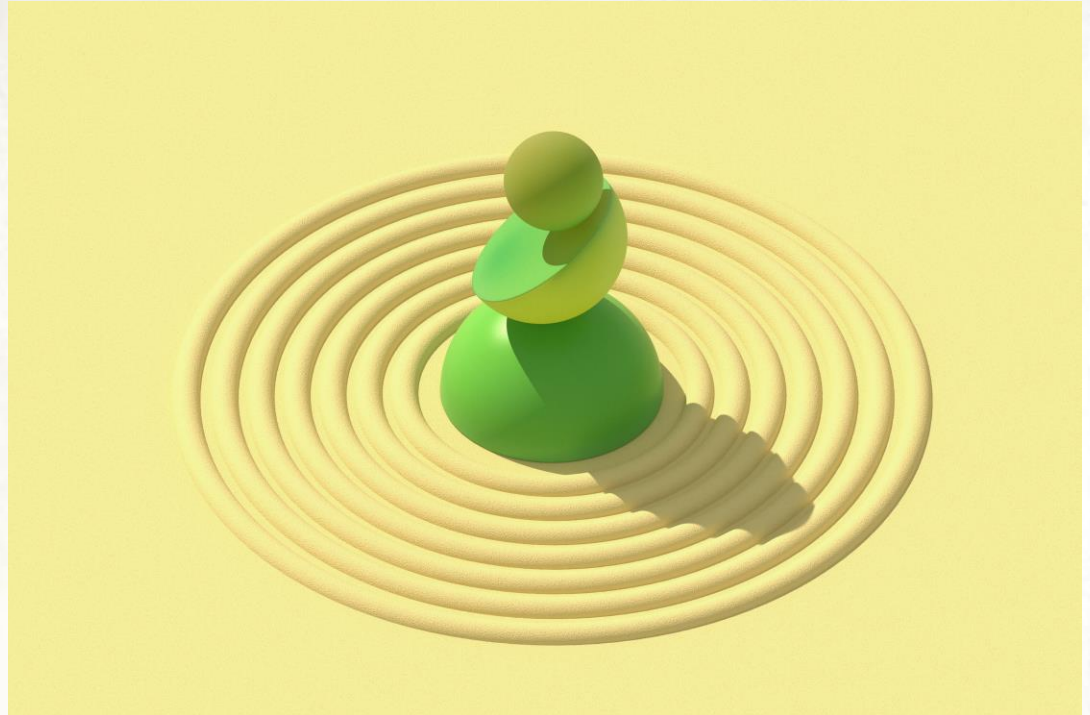
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Get Centered

Self-reflect and be empathetic:

- Why is this important to me?
- How important is it that I be right?
- Why might they feel so strongly about their approach?



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Conflict...

What are the potential effects of NOT dealing with it?



Decisions are made with incomplete information



Competition between individuals and departments develops



Departmental goals get met at the expense of undermining organizational goals

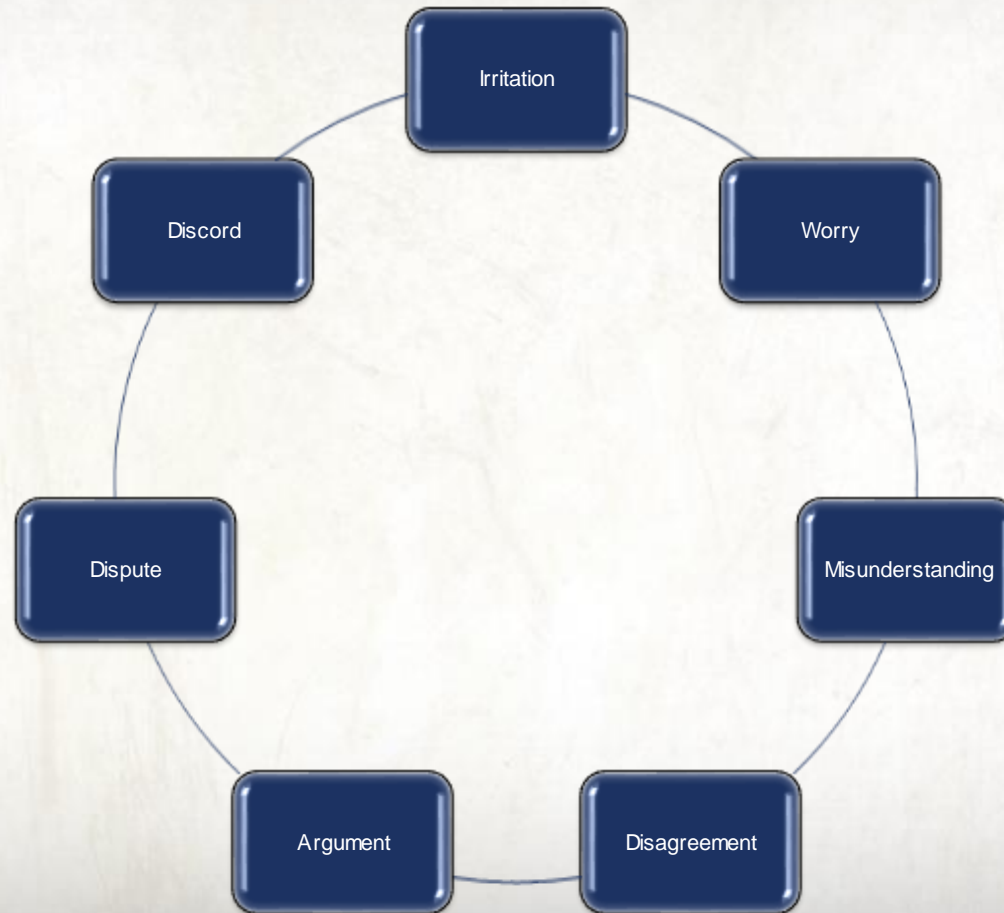


Talented leaders leave the organization



Organizational culture becomes increasingly toxic over time

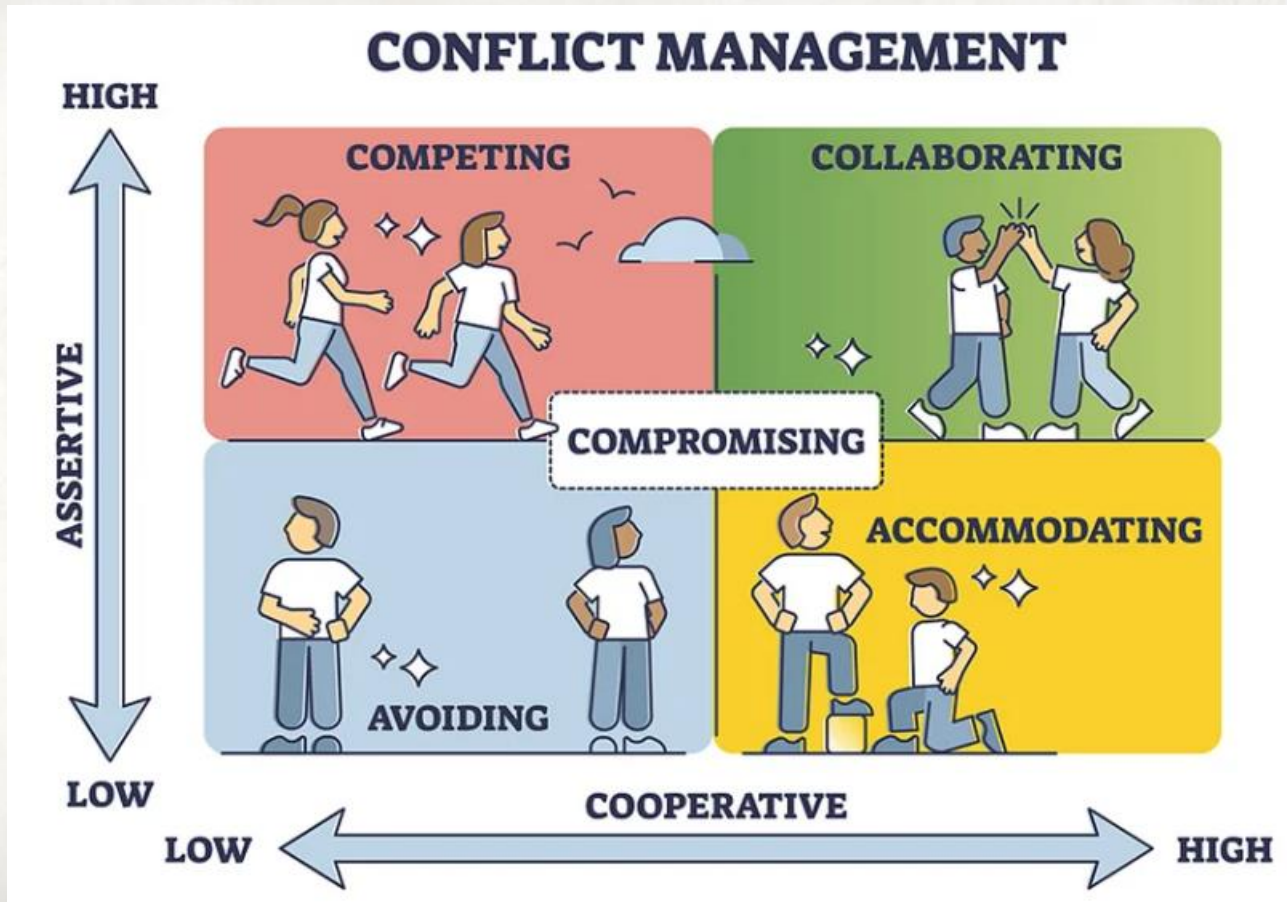
Levels of Conflict



Daoust, M. P., & Paton, F. (2020). *Conflict at work: A toolkit for managing your emotions for successful results*. Maplewheat Publishing.



Thomas Kilmann Conflict Management Model



Thomas Kilmann Conflict Dimensions

Assertiveness

- Useful when:
 - Results are needed fast
 - Ethics or morality are in question
 - You know you are correct and need to push forward
 - Other attempts to resolve conflict are fruitless
 - Your power and influence are significant

Cooperation

- Useful when:
 - No clear-cut best way to handle the situation
 - Your way may not be the right way
 - Your opponent is more cooperative than disagreeable
 - You need to lower the threat level in the workplace
 - Works in every situation, but may not always be the RIGHT way

Thomas Kilmann

5 Forms of Conflict Resolution

Avoiding

Low assertiveness-Low cooperation

Passive approach – watch the situation play itself out and avoid getting involved

Accommodating

Low assertiveness-High cooperation

“Take the loss” – acknowledge the conflict, but yield to the other party

Competing

High assertiveness-Low cooperation

“My way or the highway” – openly dissent against the other party and try to prove your way is right

Collaborating

High assertiveness-High cooperation

No clear-cut winner – acknowledge your rival’s points and take time to agree

Compromising

Somewhat assertive-Somewhat cooperative

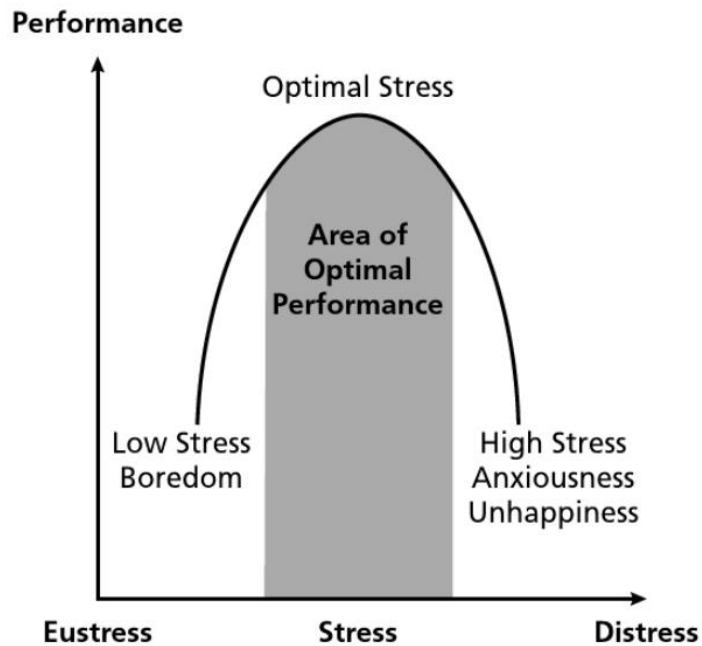
“A good compromise leaves nobody fully satisfied”

Admin. (2023, August 13). *What is the Thomas Kilmann Conflict Management Model? (with examples)*. Leadership and Management Training Courses UK | MTD Training. <https://www.mtdtraining.com/blog/thomas-kilmann-conflict-management-model.htm>



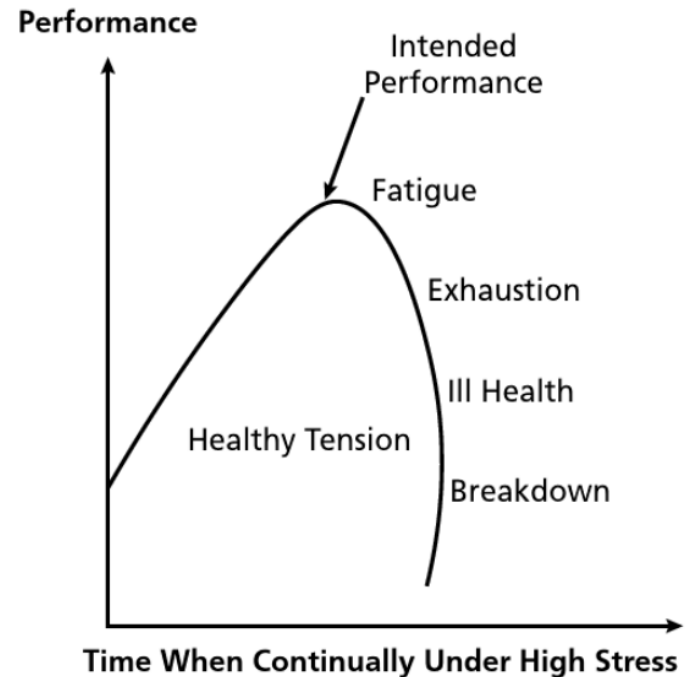
Personal Health & Stress Related to Conflict

Stress is required for optimal performance.



(a)

Long durations under high stress eventually cause performance failure.



(b)

Manifestations of Stress & Conflict



Managing Emotions

Breathwork

- Square breathing; hand tracing

Leave the area (if possible)

- Go for a walk

Ground yourself (find the common ground/bottom line of the conflict)

- What is the root of the problem?
- Why am I feeling intense emotions?
- Is it the actual task or something else making me feel this way?

Additional resources

- Web MD, EAP, Living Well offerings



Who I am and what I do



Sarah Franke

Graduate & Student Employment
Administrator

HROE – Continuous Improvement &
Service Quality Team

Liaison to the Graduate & Professional
School



Support for Managers

- **Seek input and shape university policies and processes as it pertains to student workers, Graduate Assistants, and Graduate Fellows**
- **Offer training to Graduate Assistants, Principal Investigators, Graduate Directors, Hiring Managers, and HROE staff**
- **Develop best practices as it relates to offer letters, hiring, onboarding, and benefits enrollment for Graduate Assistants**

Support for Managers

- **Develop processes and procedures and provide support to graduate students transitioning on to and off of fellowships**
- **Supervise the Jobs for Aggies platform and student worker hiring processes**
- **Support centralized onboarding of students and Graduate Assistants**

Important Reminders

- Annual Work Periods, Effort & Additional Jobs
- Start thinking about the Fall to Spring Transition
- Express needs and desires as it relates to unit staffing and holiday break periods
- Graduation & Employment



Final Thoughts:

We always want to hear from you!
Continuous Improvement is our job

Be proactive and engage us in your planning.

We want to assist you in building processes
that help you and your students!



Save the date!



Organizational Development
DIVISION OF HUMAN RESOURCES AND
ORGANIZATIONAL EFFECTIVENESS

atd
EMPLOYEE LEARNING WEEK 2023
WORKFORCE DEVELOPMENT
IS EVERYONE'S BUSINESS®
DECEMBER 4-8



REGISTRATION OPENS: NOVEMBER 13, 2023

Texas A&M University joins the
Association for Talent Development's **Employee Learning Week (ELW)**
to highlight the importance of employee learning and development.

Course Offerings



Courses will be offered multiple times during the week at a discounted rate.

Myers-Briggs: Understanding & Working with Personality Type

The 6 Types of Working Genius

Crucial Conversations

Getting Things Done

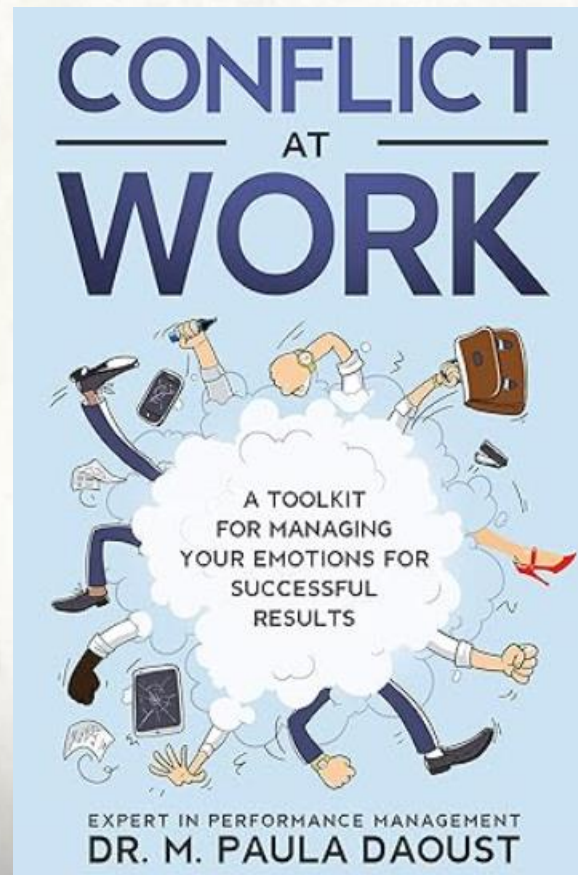
Save the date, space is limited!

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Giveaway



RESOURCES

[LinkedIn Learning Video: Conflict Resolution](#)

[Thomas Kilmann Conflict Management Model](#)

[Amazon Link – *Conflict at Work: A toolkit for managing your emotions for successful results*](#)

[Annual Work Periods \(Grad Hiring\)](#)

[Guidance for Student/Grad Assistant Employment During Holidays](#)



Get Involved



Opt-in to receive updates and communications:
[Managers' Minutes Email Distribution List](#)



Next Managers' Minutes:
December 7, 2023 – 8:30-9:30
[Register Here](#)



Share your input for future Managers' Minutes meetings:
[Managers' Minutes Feedback](#)

Remaining 2023 Schedule

December	Managers' Minutes – 12/7 only No Deep Dive
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Normal schedule resumes in January 2024



Additional Questions?

Student Employment

[Website](#)

[Contact Us](#)

979-862-4153

Living Well

[Website](#)

[Contact Us](#)

Organizational Development

[Website](#)

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& Organizational Effectiveness