

Directors' Council General Meeting  
Meeting Minutes  
December 8, 2017  
Theme: *Professional Development*  
UC 168A&B

**10:06am Welcome Remarks and Call to Order by Denise Robinson Lewis, Chair**

**10:07am New Member Introduction and Welcome**

1. New members were introduced to the group and received gift bags from the council, including Tony Reynoso
2. Members are urged to encourage their colleagues to attend upcoming meetings

**10:08am Introduction of Engagement and Membership Committee**

1. Members were introduced to a new committee: Engagement and Membership.
2. The goals of the new committee include facilitation of socialization and mentorship amongst membership.
3. The Chair of the new committee is Spencer Scott. Spencer recognized the hard work of Cinzia Richardson who chaired the previous Membership Committee. Committee members include Gamin Bartle, Donna Minnich Spuhler, Lynn Lazar, Kristen Evangelista, Michael Yakubov, and Lou Hamel.
4. Committee members called membership at large to encourage participation in the December meeting.

**10:10am Scholarship Update**

1. The Chair attended the scholarship celebration on November 8<sup>th</sup> to celebrate all scholarship recipients. The DC recipient Katrina Lang (business major) who has an expected graduation date of fall '18, was unable to attend but the council hopes to have her as a guest at an upcoming meeting.
2. Spencer Scott reminds membership that pledge forms are available as we are starting with a 0 balance this year.

**10:14 Short Topic Updates**

1. Clint Voltman announced his expectancy of a new baby and received congratulations from membership.
2. The Cheng Library is observing its 24/7 hours; staff are encouraged to check times online.
3. De-Stress Fest is to be held on Monday and will include yoga, civic engagements, etc.
4. The Financial Aid Satisfactory Progress Appeal Deadline is December 15
5. The Academic Success Center announces tutoring in the library on Monday and Wednesday evenings from 7pm-2am
6. Brian Fanning announces the migration of email to on-campus servers by the end of the spring term and notes that Joe Alaya is on Jury Duty for a few months.
7. WP Pride is now open to students who can recognize staff and faculty through Teamphoria.
8. Student Enrollment Services now has online chats from 2-4pm
9. The Hurricane Relief fund reached over \$1000 dollars. Those who participated are thanked.
10. Performances announced: Doo-Wop Project December 8<sup>th</sup> and WP Jazz holiday concert December 9<sup>th</sup>
11. Pioneer Pantry is newly opened on the 3<sup>rd</sup> floor of the student center. 30 students have used it to date. Students complete a small form with no questions about their needs.

12. Volunteers are needed for the DC Community Committee. Planning will include the civic engagement event. Contact Sharon Rosengart for details.

**10:20am Professional Development Program- Michael Corso and Committee Members**

1. Today's topic is derived from DC feedback of desired programming gathered at the last meeting.
  - a. Essential Tips for Managing Challenging Behavior- Desyra Highsmith
2. Members are encouraged to complete a survey for the DC from Jane Zeff (online) so that we can continue to plan for future meetings.

**10:27am Presentation: Essential Tips for Managing Employee Behavior- the abridged version- Desyra Highsmith**

1. A review of varied behaviors, conflicts and situations managers consistently address and the immediate and long term effects of behavioral problems were explored.
2. Discussion of the employee who meets job goals but has behavioral issues: is the issue skill or will (resistance, attitude)?
3. An exploration of ways that managers can make the staff accountable for their actions and behaviors ensued. Consistency, clear communication, transparency, and providing clear expectations were discussed.
4. Do\*Discuss\*Document Steps: Observe, provide feedback, create action plan, document and follow up, using Performance Improvement Plan (PIP) if needed.
5. Management goals are corrective, not punitive.
6. An EAP referral may be useful to provide a myriad of resources for varied issues and obstacles
7. Management may use an Administrative Referral where the administrator mandates the person partakes in EAP coaching

**11:00am Group Activity: Types of Behavioral Problems and Management Steps**

1. Each group is given a type of behaviorally compromised staff member: the intimidator, the gossip, the dawdler, the minimalist, the soap star, the itch, the yo-yo, etc.
2. Group members determine the issue and if it is skill or will derived.
3. members explore the manager's possible steps for "do\*discuss\*document" and strategies for addressing the behavior.

**11:34am Wrap Up and Closing Comments**

1. An informal poll was done to determine the helpfulness of the event
2. Members are reminded to complete the DC surveys, online.