

Building Inclusive Communities and Resolving and Mediating Conflicts

2020-21 ADVANCE Leadership Workshop Series:
Building Inclusive Communities in Virtual Environments and Beyond
May 10th, 2021

Agenda & Virtual Workshop Format

- 1:00 – 1:10 Welcome and Introductions**
 > **Your microphone is set on mute**
- 1:10 – 2:15 Dan Brown and Xiao-Ping Chen and Q&A**
 Chuck Sloane and Ruthy Kohorn Rosenberg and Q&A
 > **Q&A: raise hand feature (under reaction menu in Zoom)**
- 2:15 – 2:45 Breakout Rooms**
- 2:45 - 3:00 Wrap Up & Evaluation**

Panelists

- > **Xiao-Ping Chen**, Philip M. Condit Endowed Chair and Professor of Management, Foster School of Business
- > **Dan Brown**, Professor and Director, Environmental and Forest Sciences, College of the Environment
- > **Chuck Sloane**, University Ombud and **Ruthy Kohorn Rosenberg**, Associate Ombud





BUILDING INCLUSIVE COMMUNITIES IN THE VIRTUAL ENVIRONMENT

XIAO-PING CHEN

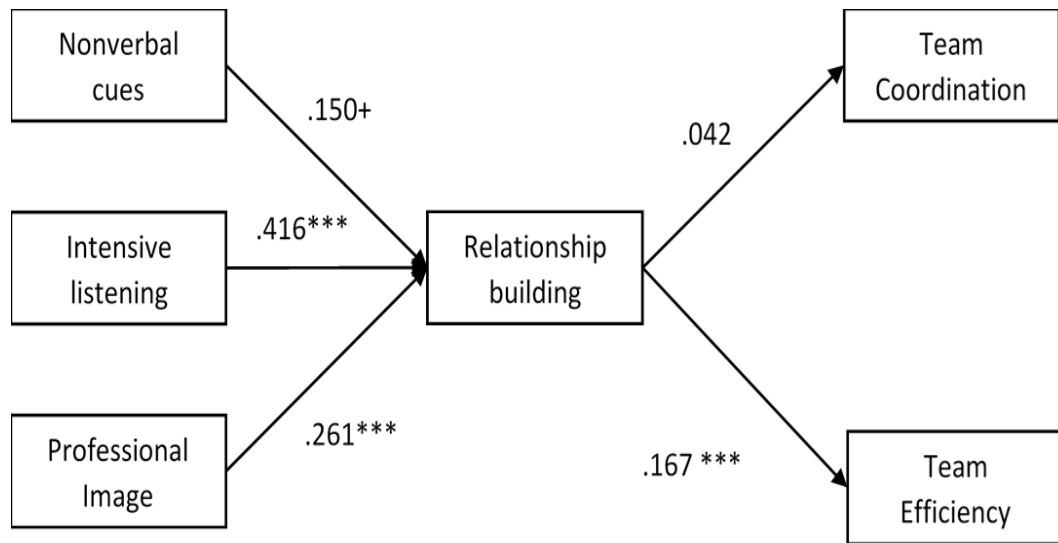
PHILIP M. CONDIT ENDOWED CHAIR PROFESSOR
FOSTER SCHOOL OF BUSINESS

RESEARCH QUESTIONS?

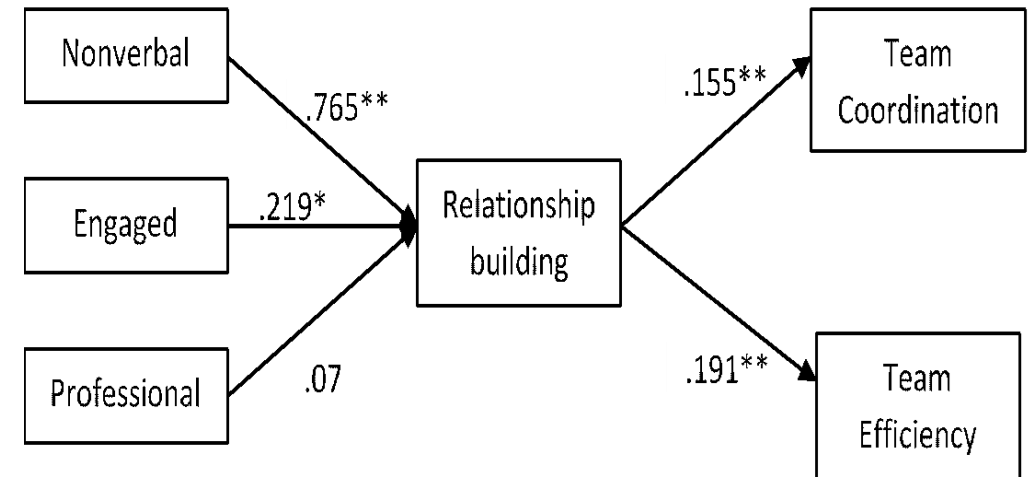
- How do members best communicate with each other when they cannot interact in-person?
- How do group members build relationships virtually?
- How productive will the teams be?



MEDIATION RESULTS FOR THE RELATIONSHIP BETWEEN THE THREE COMMUNICATIVE BEHAVIORS AND TEAM OUTCOMES IN FTF MEETING VS. IN VIDEOCONFERENCING



(FTF Meeting)



(Video Conferencing)

<https://theconversation.com/zoom-work-relationships-are-a-lot-harder-to-build-unless-you-can-pick-up-on-colleagues-nonverbal-cues-151541>

HOW TO BUILD WORK RELATIONSHIPS EFFECTIVELY IN THE VIRTUAL ENVIRONMENT

Look and listen closely

- Allow five minutes for each team member to talk casually (about anything) before getting to the task (or starting class)—and certainly before sharing PowerPoint or other documents on the screen.
- Use multiple screens so that one remains dedicated to showing the faces of meeting participants as the other shares documents.
- Encourage meeting participants to wear earphones which will enable closer scrutiny of colleagues' tone and pitch of voice.

Dan Brown

Director, School of Environmental and Forest
Sciences

SCHOOL OF ENVIRONMENTAL AND FOREST SCIENCES

UNIVERSITY *of* WASHINGTON

College of the Environment



Context

- > **Formerly a college (CFR) with departments**
- > **Traditionally white-male field**
 - Growing diversity (esp. gender)
- > **Multi-disciplinary**
 - Ecology, economics, engineering, psychology, organismal biology
 - With attendant disciplinary chauvinism
- > **Scholarship and teaching engaged across stakeholder groups**
 - Urban-rural, tribal, city, state, federal government agencies
- > **Prerequisites to progress: Understanding -> empathy -> respect**

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Dan Brown

Directional goals

- > **Common vision and purpose**
 - Incredible strength in environmental systems and solutions
- > **Collective decision making**
 - Including choices about what not to do
- > **Multi -> Trans-disciplinary curricula and research**
 - Sustainable Resource Systems
 - Natural Climate Solutions, Adaptation, Resilience
- > **Diversity, Equity, and Inclusion**
 - Environmental justice, traditional ecological knowledge
 - Numeric and cultural goals

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Tactics

- > **Venues for learning about each other**
 - retreat ice breaker - introduce someone else
 - 3-min/3-slides, center/program/course presentations
 - Random Zoom Breakouts: Low stakes discussion
- > **Meeting-free Fridays**
- > **Policies and procedures**
 - Predictable, transparent, and equitable rules of the road
- > **Hiring planning**
 - More departures than hires, no 1:1 replacement
 - Needs common vision
 - Cluster hires around climate adaptation
 - Decision process with multiple full-faculty decision steps

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Chuck Sloane and Ruthy Kohorn Rosenberg

University Ombud Office



Using Structure to Create Better Meetings

CHUCK SLOANE

ADVANCE / SPRING '21

Range of Discussions

- ▶ In your role, you likely meet with:
Students ◦ Faculty ◦ Staff ◦ Grad Students ◦ Parents ◦ Community
- ▶ Each has a different situation and need
- ▶ **You** are the common denominator

Art of Gathering

“When the social code is spelled out, you don’t need to know the unwritten rules, or be steeped in the culture... you just have to know the rules for that meeting.”

- Priya Parker

5 **Keys** to Creating a Meeting Structure

1. Described at the outset
2. Agreed upon by both/all parties
3. Simple structure
4. Reintroduced during meeting
5. Standard / Repeatable

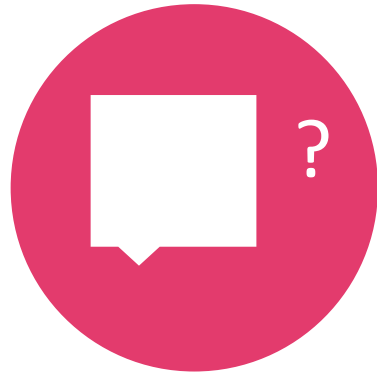
Structure Provides:

1. Clarity of role
2. Common expectations
3. Some certainty
4. Model of transparency
5. Support for you/them when not 100%
6. Way to pause if needed
7. Routine for follow-up meetings

Ombuds Structure

Intro

Then...



STORY



GOALS



OPTIONS

Art of Gathering

“The room does 80% of the work”
- Jerry Seinfeld

Breakout Rooms

Breakout Rooms

Logistics

- > **You will be randomly assigned to a breakout room for small group discussion.**
- > **If you want to join a discussion with Chuck and Ruthy, stay in the main room.**

Discussion Questions

- > What would you like to carry into the Fall?
- > What are you excited to try in your unit?
- > What have you learned during the pandemic that could impact or change your efforts in the Fall?

Chuck/Ruthy Discussion Questions

- > What is working for you in virtual meetings?
- > How have you changed your process/approach as compared to in-person meetings?
- > What aspects of today's presentations are thinking about incorporating into your work?

