Chancellor’s Administrative Staff Council  
Tuesday, January 22, 2019  
2:30 p.m. – 4:30 p.m.  
‘Ilima 202A  
Facilitator: Louise Pagotto

Administrative Staff Members: Brian Furuto, Carol Hoshiko, Brenda Ivelisse, Susan Kazama, No’eau Keōpūhiwa, Aaron Koseki/Karen Boyer, Nāwa’a Napoleon, Louise Pagotto, John Richards, Joanne Whitaker

Members Absent: Brenda Ivelisse

Guests: Tracey Wiltgen (Executive Director, Mediation Center of the Pacific) and Devon Peterson

Previous Meeting Notes

Approval of Minutes
The meeting notes for January 14, 2018 were approved with amendments.

New Business

Mediation Training – Tracey Wiltgen
- Tracey is the Executive Director of the Mediation Center of the Pacific, Inc., a non-profit company, serving over 7,000 people annually, providing mediation, dispute resolution and training. She has worked at the mediation center for 25 years and she has discussed about what mediation is, how mediation works, and programs and trainings they offer. (See Appendix A)

Admin Staff Retreat – Louise P.
- Discussed the agenda for the admin staff retreat:
  - Morning Kūpono session with Linda Colburn
  - Next steps and deliverables from the Kūpono session
  - Other topics to include budget and decision making purview (questions can be sent in ahead to Louise and Joanne)

Emergency Feeding Initiative – John R.
- Brief discussion about KapCC becoming an emergency mass feeding site. The campus could become the center of a production facility for pick-ups and deliveries, and chefs from all over the island would come to volunteer their time.

Recommendation 1 – Joanne W.
- Joanne has put together a draft continuous improvement plan and shared it with admin.
- Update to recommendation 2 – SLOA committee submitted four action requests that cover five of the proposed eight strategies.
- Joanne will be meeting with Jamie Sickel and Kara Plamann Wagoner about different survey instruments to use.
- Requested to add this topic for discussion to the admin staff retreat agenda.

Admin Updates
- The OCET Campus Council will meet next Wednesday, January 30 and part of this meeting is the Ask Me Anything session with Chancellor Pagotto.
The OCET internal meeting this Thursday will have a webinar and forum with UPCEA about micro-credentials and badges, and a discussion on how to implement them and move forward.

There are meetings scheduled for the Cont. Ed. department to discuss the issues that was presented at a previous admin staff meeting. Carol submitted to Louise a list of Cont. Ed. programs that would require their students to utilize internet access, library access, and access to counseling services. Louise will bring this issue forth to the UH system.

The campus is now completing a multi-million dollar re-keying project. A reminder to those who have campus keys to lock up after themselves, especially during the weekends.
Appendix A

WHY MEDIATION?

CONFLICT IS A FACT OF LIFE

Studies Show
- 30% - 40% of a manager’s daily activities are devoted to dealing with some form of interpersonal conflict

Conflict in the Workplace is Costly
- Wasted Time
- Diminished Ability to Loss of Skilled Workers
- Property Damage
- Low Morale

Why Mediation Works in General
- Empowers employees to resolve their own conflicts
- Decreases legal expenses
- Reduces the number of claims filed
- Preserves relationships
- Improves employee morale
- Confidential

Mediation is Suited to a Broad Array of Issues
- Particularly When an Ongoing Relationship is Involved

Personal Truth
- Our Perception and Interpretation of Objective Reality

Mediation is a Process That is
- Problem-focused
- Resolution-oriented
- Cooperative, not adversarial
- Focused on mutually identified solutions

The Key Concepts of Mediation
- Fosters Communication
- Empowers the Individuals Involved in the Dispute to Resolve Their Own Dispute

A Fundamental Assumption of Mediation
- The Best People to Find Solutions to a Conflict are the People Who are in the Conflict

What is Mediation?
- An impartial third party, the mediator:
  - Facilitates communication between the parties in conflict
  - Assists in negotiation and reaching a mutually acceptable solution

How Mediation Works
- Convening
- Opening
- Talking Story Fact-Finding
• Brainstorming Negotiating
• The Agreement Closing

Gathering Information
• Opening, Talking Story, Talking Story

Problem Solving
• Negotiating, Negotiating, Agreement

Create a Culture of Conflict Prevention & Resolution in Your Workplace
• Address conflicts early
• Provide tools, processes and support for every employee

Options to Consider
• Mediation Education
• Direct Referral Program for Mediation
• In-house Mediation Program
• Mediation Training
• Conflict Resolution Training
• Mediation Skills for Managers

Creating an In-House Mediation Program
• Establishing clear policies and procedures
• Defining Confidentiality
• Identifying the mediators
• Articulating the issues appropriate for mediation
• Promoting the program

“The skillful management of conflict [is] among the highest of human skills.” – Stuart Hampshire

Mediation Skills for Managers
• A one-day interactive training that provides hands-on skills and strategies for resolving disputes in the workplace through an informal, structured and private negotiation process.
• Managers learn practical skills to deal with disputes that solve the problem while maintaining dignity and preserving working relationships.

The seven M.E.D.I.A.T.E. principles for resolving conflicts at the lowest level are covered in the morning session, including effective listening and assisted negotiation. In the afternoon session, participants have the opportunity to apply and practice the skills in simulated workplace conflicts.

Who Has Completed the Training?
• Managers from businesses large & small
• Healthcare Professionals (physicians, dentists, psychologists)
• Principals & Vice-Principals with the Honolulu District
• Captains and Majors with the Honolulu Police Department
• The Faculty of the Hawai‘i Medical College
• Managers with the United States Navy Pacific Region

Options for Employees
• Issues Occurring Outside of the Workplace that Impact Employees in the Workplace
The Mediation Center of the Pacific, Inc.
- A 501(c)(3) not for profit
- Serves over 7,000 people annually
- Is the only option for individuals in the low-income population
- Provides mediation, dispute resolution and training
- Approximately 1,800 cases were managed in 2018

Key Programs
- Mediation
- Dispute Resolution
- Training

Mediation
- Divorce
- Custody
- Family
- Friend
- Workplace
- Civil Rights
- Elder
- Landlord-tenant
- Consumer-merchant
- Special Education
- Condominium

Other Dispute Resolution Processes
- Family Conferencing
  - Caregiving
  - Advanced Healthcare Directive
- Facilitation
  - Meetings
  - Strategic Planning

Conflict is a Fact of Life - With the right tools and processes, it can be managed effectively and turned into opportunity