Innovations to Reduce Risk and Improve Compliance

Gail Brooks
Interim Vice Chancellor, Human Resources

presented at
Fitting the Pieces Together Conference
November 5, 2008
Agenda

- Recap of Strategic Vision and Goals for Human Resources in the CSU
- Ways to reduce risk and improve compliance
  - Systemwide
  - Campuses
- View of Today’s Risks
- Closing Remarks
A Strategic Vision

- The people who work for the CSU are vital to accomplishing its mission.
- The role of human resources is to provide leadership within the community of faculty, staff, and administrators to ensure that we can recruit, retain and engage a highly talented and diverse workforce in accomplishing the university’s mission.
- We believe that an environment that values leadership, integrity, trust, excellence, teamwork, and communication is essential.
Strategic Goals

- Employees are engaged and productive with the skills and behaviors required to meet the CSU mission.

- The CSU demonstrates concern for faculty, staff and administrators’ health and safety.

- The CSU environment is inclusive.
Strategic Goals

- There is an environment of continuous review and improvement supported by cost-effective technology.
- Relations with the unions are collaborative and focused on accomplishing the CSU’s mission.
- Decisions are made using appropriate data and information.
Strategic Goals

- Risk and issues of compliance are well managed.
Our Response

- Instructor-led Seminars
- Compliance Training
- e-Learning
- Interactive Web Casts
- Campus Initiatives
Seminars

How to Mediate Employee Conflict

Dan Dana

Supervision: Every Supervisor Needs to Know

Irma Moisa

Serious Business: Conducting an Effective Internal Investigation

Stephen Hirschfeld

Legal Supervision: What Every Supervisor Needs to Know

Irma Moisa

How to Mediate Employee Conflict

Wednesday, April 6, 2009
10:00 AM - 1:00 PM
California State University, Dominguez Hills

Presented by
Office of the Chancellor
Systemwide Professional Development
and hosted by
Human Resource Management
CSU, Dominguez Hills

"In every life cycle of every conflict there is a point where it's large enough to be recognized, but small enough to be resolved.

- Earl Boen, Ph.D.

Take a moment and think about your workplace. Do these exist:
- do these exist:

  - workplace violence informants?
  - workplace violence ocurrences that are not investigated properly?
  - avoid keeping the correct policy in place?
  - keep someone who is insecure in the workplace?
  - do these exist: reports of conflict in the workplace?

Questions abound from the three major sources of conflict management success:

1. An employee who is insecure in the workplace.
2. An employee who is insecure in the workplace.
3. An employee who is insecure in the workplace.

It doesn't have to be like this. Your company doesn't have to continue with this. There are solutions for these types of problems.

Organizations should take proactive measures to prevent conflict and improve communication and cooperation. This seminar will focus on how to identify potential causes of conflict and develop strategies to prevent it. You'll learn how to effectively manage conflict situations and maintain a positive work environment.
Online, On Demand Learning – Compliance Topics
The Carol Clark Award for Program Excellence 2008

The California State University
SYSTEMWIDE HUMAN RESOURCES

e-Learning

Training Solutions on Your Desktop

At Systemwide Professional Development we believe in making training available to every CSU employee. We have a range of training opportunities, from on-campus seminars to online courses. Our goal is to provide high-quality training that is accessible and convenient. Our courses are designed to meet the needs of all employees, whether you are just starting out or looking to advance your career.

Features of our courses include:
- Interactive content
- Real-world examples
- Case studies
- Real-time quizzes
- Certification options

We are always looking for feedback to improve our courses and ensure they meet the needs of our employees. We welcome your input and suggestions for future courses.

For more information about our courses, visit our website or contact us directly.

Systemwide Professional Development
Vice Chancellor for Human Resources
California State University
401 Golden Shore
Long Beach, CA 90802
www.TheSource.calstate.edu
Interactive Webcasts

- Faculty Equity Program
- Salary/Payroll Processing
- Faculty Contract 411
- Safety Training
Template for Look and Feel of a Webcast

the experts

resources

feedback

community building
Faculty Equity Program – Multi-Modal Information Delivery

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*step-by-step demo*
Salary/Payroll Processing

Presented by Office of the Vice Chancellor for Human Resources, Human Resources Administration and Systemwide Professional Development
Faculty Contract 411

Webcast FastFacts

available connections 150
connections reserved 142
registrants 212
Safety Training

Webcast FastFacts

- available connections: 150
- connections reserved: 151
- registrants: 299

Electrical Safety Guidelines

150 available connections
151 connections reserved
299 registrants

Webcast FastFacts

- available connections: 150
- connections reserved: 151
- registrants: 299

Electrical Safety Guidelines

150 available connections
151 connections reserved
299 registrants
Systemwide Case Management

- New process fosters cross-collaboration
- Early warning system to identify potential serious liabilities at earliest level
Grievance “Triage”

- Proactive assessments
- Non-precedent setting settlement analysis
Case Management Approach

- Lessons learned philosophy and campus needs
- Raise awareness about key issues
- Tracking grievances across campuses
Management Development Academy (MDA) – a series of monthly seminars attended by all managers where essential campus and CSU policies are reviewed, and training in essential topics is provided. Attendance is mandatory.
Campus Success

- Sonoma
  - Management Development Academy
Campus Success

- San Luis Obispo
  - Safety Program Guidelines
    - Injury Illness Prevention Program
    - Quarterly Shop Inspections
    - Tailgate Safety meetings
    - Suggestion Box for reporting safety concerns
    - OSHA postings
    - Facility Service Safety Committee
  - Safety Shoe Program
Regularly conduct two types of case management review

- One review forum involves different functions within HR
- Other review forum is Employee Relations and involves policy enforcement functions within HR
Shifting Gears

- Budget
- Impact or

- Looking at today and to the future…
Challenges and Risks

- Economy and the Budget
- Anxious Systems
  - More complaints
  - More accidents
  - More mistakes
  - More conflict
  - People leave or don’t
Who Could Leave

Systemwide Average Ages, Fall 2007

Executives 63
Admin IV 57
Admin III 53
Admin II 48
Admin I 46
Who Could Leave

Systemwide Average Ages, Fall 2007

*Full-Time Faculty*

- Fulls: 57
- Associates: 48
- Assistants: 41
- Lecturers: 50
- All Full-Time: 50
Final Thoughts – Systems Thinking

Manage Self

Creativity
Resources

- A copy of this presentation will be available at the Systemwide HR web site:
  
  http://www.calstate.edu/HR/index.shtml

- The Source:
  
  http://www.thesource.calstate.edu/

- Employee Relations Call Center: (562) 951-4421
  
  http://www.calstate.edu/hr/ER_CallCenter.pdf