RESOURCES FOR ARPAC CLIMATE REPORT RECIPIENTS
AND OTHER DEPARTMENTS SEEKING TO IMPROVE CLIMATE

Abrasive Conduct Seminar
- Primer on what abrasive conduct is and how it affects people and departments

Academic Leaders Institute
- Orientation, Onboarding, and Ongoing Professional Development for Academic Leaders.
  Workshops for faculty and academic leaders on the following: De-escalating conflict,
  Performance management for staff, Diagnosing organizational politics, How to respond to
  someone who disclosed a traumatic experience, Happy department meetings, Dealing with
  porcupines, Communicating respectfully, Social intelligence

Bystander Intervention Skills
- How to respond when you witness incivility, harassment, or other problematic situations (1-2
  hours)

Circle Processes
- Facilitated dialogue for department groups who need to talk about difficult issues

Classroom Management

Coaching Regarding University Employment Policy, Processes and Options

Coaching faculty and academic leaders
- Help develop and maintain working relationships that are positive and productive.

Coaching supervisors

Coaching Abrasive Leaders
- Individual coaching on interpersonal interaction

Communicating with High-Conflict People (BIFF)
- Strategies on how to communicate with people who engage in personal attacks

Conflict Coaching
- Confidential consultation regarding options when in conflict

Counseling
- Serving the emotional and psychological needs of the campus community.

Crucial Accountability
- FR, OED
• **Tools for resolving violated expectations and broken promises**

**Crucial Conversations** FR, OED
- **Tools for high-stakes conversations with opposing opinions and heated emotions**

**Culture Reset: Agreements for Improving the Workplace Environment** OIEC
- **Defining norms for interactions and making agreements that uphold the values and goals of the department (2 hours)**

**Emotional Intelligence Training** OED
- **In-depth intensive on developing emotional intelligence**

**Faculty-staff relationships** OED
- **Breaking through divided culture**

**Finding Direction** OO
- **Comprehensive analysis of the situation, identifying strategies and resources to address it.**

**Leading at the Speed of Trust** OED
- **How to develop, restore and extend trust with all stakeholders**

**Mediation** FR, OO
- **Helps parties having disputes reach agreements about how to proceed**

**What to Say and How to Say It: Skills for Having Difficult Conversations** OIEC
- **Tools for addressing concerning behaviors, interactions, or comments (1-2 hours)**

---

**Key:** **CTL**-Center for Teaching and Learning, **ER**-Employee Relations, **FR**-Faculty Relations, **FSAP**-Faculty Staff Assistance Program, **OIEC**-Office of Institutional Equity and Compliance, **OED**-Organizational and Employee Development, **OO**-Ombuds Office