Tentative Topic Agenda for Dr. Walter Gmelch Department Chair/Director workshop, November 30, 2009

Dr. Gmelch will focus the majority of the workshop on issues related to managing conflict (see information below) but may have the opportunity to address some aspects of academic departmental leadership, time permitting.

Managing Conflict and Colleagues:
Mending the Cracks in the Ivory Tower

This session will address three Rs of creative conflict management: recognize the nature and causes of conflict; identify key interpersonal conflict skills and explore effective response options; and practice the art of strategic resolution.

Introduction: The Call to Leadership
I. Recognize the nature and causes of conflict in departments and universities
   A. Eight Work Relationships Creating Conflict
   B. Power and Influence
   C. Department Chair Role Conflict
II. Conflict Management Styles and Strategies
   A. Conflict Mode Instrument
   B. Managing Conflict Model
   C. Advantages and Disadvantages of Conflict Styles
III. Practice the Art of Principled Conflict Resolution
   A. Conflict Resolution Organizing Questions
   B. Bedding-Swealy Case Negotiation
   C. Principled Negotiation Skills
   D. Roland-Jones Conflict Simulation
   E. Anderson-Lawson Interest Exercise
IV. Working with Difficult Faculty

Department Leadership and Teamwork

The session on department leadership will address the "call to leadership" and assist department chairs reflect on their motives, roles, and stresses as they journey down the road of academic administration. Through discussion, simulation and dialogue participants will explore key elements of departmental team building.

Specifically, they will:

(1) Explore the trade-offs and pay-offs of departmental leadership;
(2) Experience, through simulation the keys skills of effective team leadership; and
(3) Develop strategies for effectively leading a department through:
   - shared leadership
   - team goals
- constructive conflict
- consensus decision making
- supportive climate, and faculty development