Tool of the Month

Conflict Resolution

We all have conflict in our lives, but it is especially difficult to deal with conflict in a team setting. Tercon Training Resources has developed a model that helps us deal with conflict. It's called the TeamConflict™ Resolution Model. There are five phases in the model.

1. Perspective Phase -- The purpose of this step is to help the person initiating the conflict state any unmet needs -- to state the reason the conflict exists.
2. Response Phase -- This step gives the other person an opportunity to share their feelings on the issue.
3. Transaction Phase -- During this step, all parties provide additional information for the purpose of arriving at mutually satisfactory solutions. This phase often involves brainstorming.
4. Negotiation Phase -- This phase is designed to arrive at a mutually satisfactory solution. The various solutions identified during the Transaction step are narrowed and the best one selected.
5. Resolution Phase -- During this step, those involved in the conflict confirm what has been decided.

The videotape that explains this model further can be checked out from the Quality Support Office, Room 307B, Miller Administration Building.

Divisions Working Together Make Improvements for Students

Enrollment Services, under the guidance of David Eisler, has been working for almost a year to improve student recruitment and retention at WSU. Many of the improvement efforts have involved departments from Administrative Services.

- Students can now receive locker numbers and lock combinations from the Cashier's Office. In the past, students paid the Cashier's Office the fees and then traveled up to the Building and Grounds Office to get the locker numbers and combinations.

- Students will soon be able to get short-term loans from Weber State Credit Union to pay tuition/fees and buy books. In the past, many students could not attend school because of late or delayed applications for financial aid.

- Sometime this month students will be able to use the Discover card at the Bookstore, the Cashier's Office, and the Dee Events Center. Up until June, only Visa and Mastercard were accepted.

- Beginning Fall Quarter, students will receive multiple tuition billing statements. In the past, students only received one billing statement per quarter due to high mailing costs. This change will be accomplished by contracting with a marketing group who will pay mailing costs when advertisements are enclosed in the mailing.

- Potential students can now park free in Lot A-1 or A-10 while visiting WSU. A fee used to be required for potential students to park while visiting the campus.

- Students will be able to buy their parking passes at the Cashier's Office as well as at the Police Office this fall. In previous years, students were only able to buy their passes at the Police Office.

- This fall, one shuttle bus will be available on the main campus for transporting students/staff after hours (Monday through Thursday, 5-10 p.m). In the past, no shuttle service was available after hours and students/staff often walked through dimly-lit areas to get to their cars.

Special thanks goes to the Accounting Services, Police and Public Safety, and Physical Plant departments for their help in implementing these improvements. Even though the improvement efforts sound easy to accomplish, several took many hours of negotiating with internal and external entities.

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Salary Worksheet Team Redefines Process

A Salary Worksheet Team was formed in September 1996 by the Budget and Institutional Research Team. The mission for the team is to improve, select, design, and guide the implementation of the best system and/or software to automate the Salary Worksheet process. The Salary Worksheet process is used annually by administrators and staff to provide salary information to the Budget Office.

The team met every week through most of the fall, winter, and spring. During the initial meetings, the salary worksheet process was mapped out and evaluated. The team discovered that the critical piece that needed improvement was the actual software used and that a database program would work better. After reviewing Paradox and FOCUS, the team selected FOCUS as the software to be used to automate and improve the process.

Through further meetings and collaboration, the team designed screens, logic sequences, and specifications for the new FOCUS program. The team also gave a demonstration to obtain customer input. Customer feedback was unanimously favorable and modifications were made to the design specifications to address customer suggestions. The team plans to run a small pilot group in November.

All members of the team have made commitments to be available for up to one more year for testing, further modification of the design specification as needed, and for running the pilot group. In addition, the group will act as advisors to help with the implementation of the program beginning with the 1998-99 budget cycle. Team members are confident that the improvements will:

1) Provide timely data on the salary worksheets.
2) Reduce errors on the worksheets and reduce errors in the salary worksheet process in general.
3) Simplify the process for departments by making it more "user friendly."

Improving Quality and Customer Service through Teamwork

Charlotte Davis "Digs Right In"

Wayne Stauffer, Carpenter Shop, recently reported that Charlotte Davis, Custodial Supervisor, went above and beyond her duties to help get a difficult task accomplished.

Wayne had a Work Request to repair the foam padding on the game baskets at the Dee Events Center. "It's an ugly task," commented Wayne. "You have to strip off the old foam padding before you can replace it." Charlotte Davis, custodial supervisor of the area, noticed the difficulty of the task and offered to help Wayne. "I didn't want to take her away from her other responsibilities, but she said she had a little time, and dug right in," reported Wayne. When Wayne was called away for a day on another job, Charlotte kept working and nearly had the job completed when Wayne returned.

"Her willingness to help and good attitude were impressive to me," noted Wayne. "It's good teamwork. Having good teamwork makes quite a lot of difference around here."

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Do you have a colleague or supplier who improved product quality, provided great customer service, or performed as a team player? Let Cherrie Nelson know! Both you and the other person will receive a special "thank you." Call extension 7496, FAX 626-7922, or E-mail cgnelson@weber.edu.

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Please direct newsworthy items or questions to
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