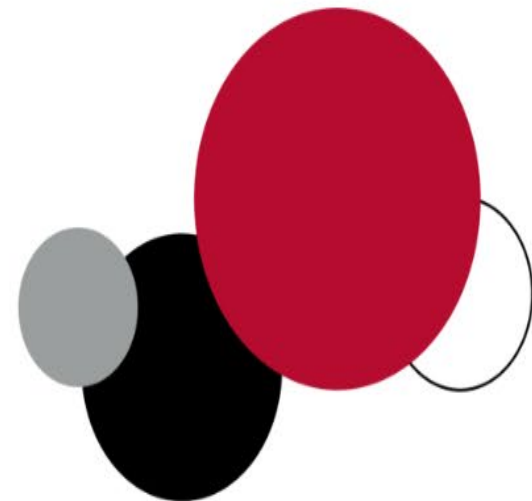


# University Human Resources Workforce Engagement

## Human Resources and Conflict Management Case Studies


November 13, 2024

**Tracey O'Malley**  
**Director, Workforce Engagement**  
**University Human Resources**

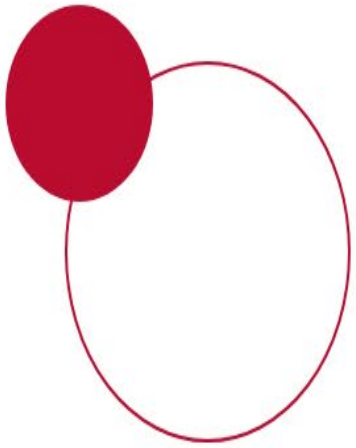




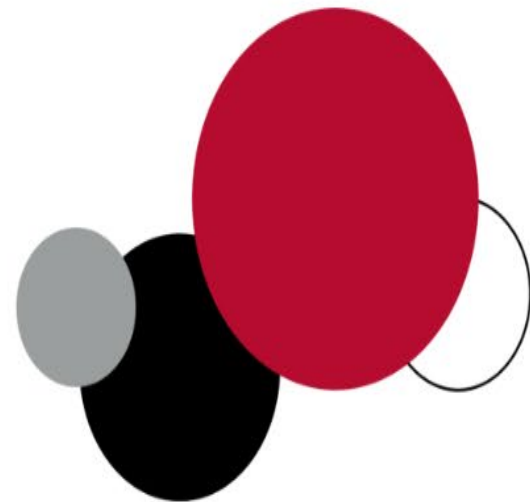
# Workforce Engagement

- **Source of information and guidance on UGA Administrative Policies and Procedures for subordinates and supervisors.**
  - **Facilitate the fair treatment and resolution of workplace interests and concerns.**
  - **Assist members of the University community to develop and maintain a positive work environment.**
- 

# What Is Conflict?

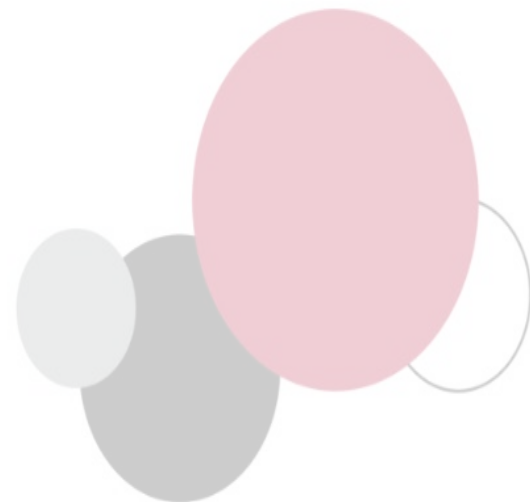


A form of competition between perceived or actual incompatible needs, goals, desires, ideas or resources



# The Playing Field

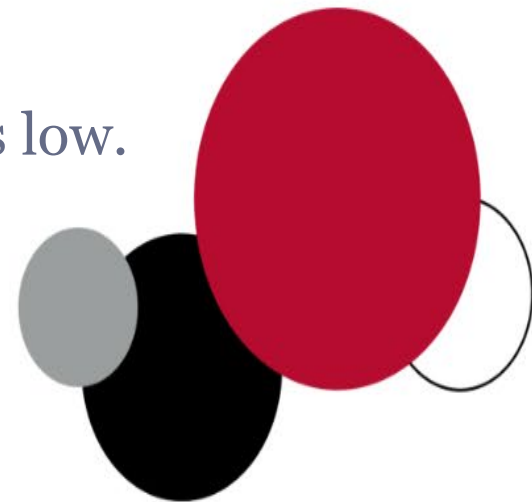
- **Reality**
  - You are an agent of the institution/organization
- **Expectations/Goals**
  - Internal/external
- **The Stakeholders**
  - Management, faculty, staff, and students
- **Policies / Procedures**
  - Law (federal & state)
  - Board of Regents
  - University of Georgia
  - School/Department

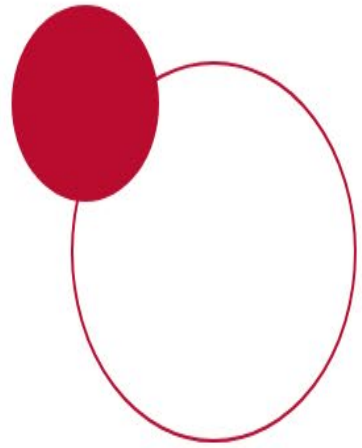




# Conflict Triage

- **Conflict is context driven**
  - Move from “what’s wanted” to “why?”
- **Ask *So What?* – Get to the roots**
- **Don’t feed into the emotion of the conflict**
  - When emotions are high, reasoning is low.
- **Don’t take it personally**

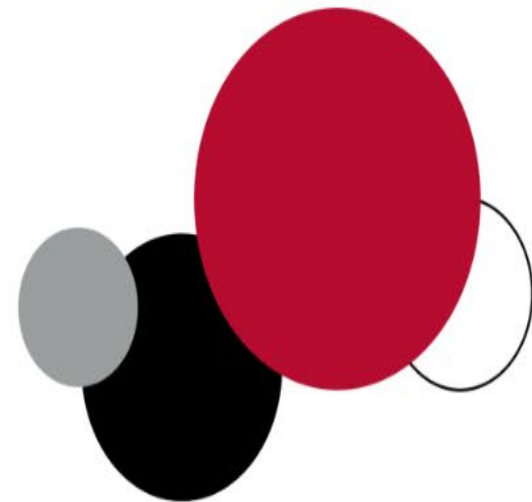


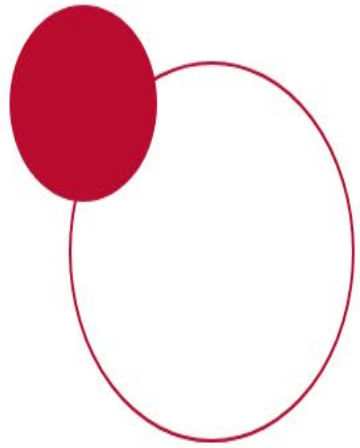


# Know Yourself

**Are you the problem?**

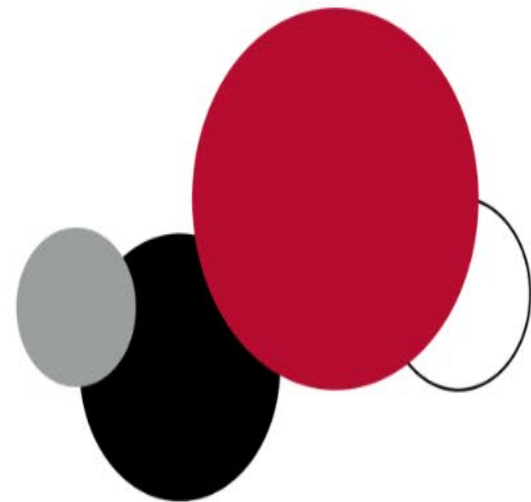
- **Expectations / Reasonable**
- **Goals**
- **Needs**
- **Prejudices / Tendencies**
- **Be the supervisor**





# The Golden Rule

- Respect
- Honesty
- Trust





# Workforce Engagement

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