Senate Bill 330:  
Transforming Challenge into Change in  
West Virginia Higher Education

Dr. Shenita Brokenburr  
Vice Chancellor for Human Resources  
Advisory Council for Classified Employees Leadership Conference  
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Overview of SB 330

- Passed on March 12, 2011
- Effective 90 days (June 10)
- Enacted to effectuate an integrated system of human resources (personnel) for institutions under the Higher Education Policy Commission and the Community and Technical College System of West Virginia

SB 330 Major Components

- Central Office Staff
- Human Resources Reviews/Report Card
- Compensation/Classification
- Full funding of the salary schedule
- Reduction of total non-classified positions
- Performance Management System
- Joint Legislative Rules
SB 330 Major Components (con’t)

- Studies: Technology, RIF, Outsourcing
- Committees: Classification/Compensation
- Other Assessments:
  - Employee satisfaction, climate and culture
  - Training and development programs
  - HR staff development
  - Workforce Innovations

Where did these things go? What happened? What is the status?

1. Personnel Study (SB 603)
2. Performance Management Tool
3. Revised PIQ
4. Reduction in Force (RIF) Study
5. Classification Study
6. Market Compensation Study
7. Survey of HR Offices Credentials
8. Needs Assessment – Training and Development
Implementation – Year 1

- Resurrect items from the Black Hole
- Human Resources Reviews/Report Card
- Market Compensation Study
- Address Classification Issues
- Performance Information Questionnaire (PIQ)
  Updates for all classified positions
- Performance Management System
- Assessments

Approach

- Collaboration:
  - Work Groups
  - SMEs
  - Consultants
- Guiding principles:
  Fairness, Accountability, Consistency,
  Transparency and Systematic (FACTS)
- Paradigm Shift: HR Value Proposition
Senate Bill 330 Implementation Status Updates

- Human Resources Review/Report Card
- Framework development
- Qualitative/Quantitative Data Collection
- On-site visits/Review of HR departments

Next Steps
- Finalize and publish RFP
- Deadline: 07/01/11
Status Updates

- Directors of HR Search
  - Screened applications
  - Communicated with Search Committees
  - Smaller Candidate Pool
    - Class/Comp – 4 applicants
    - Training and Development – 10 applicants
- Next Steps
  - Pass applications to Search Committee
  - Deadline: 07/01/11

Status Update

- Market Compensation Study
  - Revisiting Black Hole
  - Reviewing Mercer Data
  - Discussions with Cindy Curry/Stephanie Neal
- Next Steps
  - Review RFP/Recommend Updates
  - Convene Class/Comp Work Group
  - Deadline: 07/01/11
Status Update

- Implementation Plan
  - In progress!
  - Working diligently
  - Final draft will be reviewed by JAG

- Next Steps
  - Communicate with campus stakeholders: Presidents, campus employees
  - Send document to JAG
  - Deadline: TBD

Status Report

- Implementation Work Groups
  - Finalized
  - No Action

- Next Steps
  - Refine Work Group Charge
  - Call Work Group Champions
  - Deadline: 07/15/11
SB 330 Work Groups

Joint Advisory Group
Classification/Compensation
Performance Management
HR Reviews/Report Card
Rule Writing
Training and Development
Workplace Innovations

Collaboration
Collaboration Tool-Kit

1. Communicate clearly
2. “Seek first to understand then to be understood”...
3. Focus on relationships and trust
4. Be open to another person’s perspective, ideas and opinions
5. Commit and actively participate

Collaboration con’t

6. Bring solutions and share ideas
7. Stay focused on the goal
8. Stay positive and champion the success of your group

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Understand that YOU matter!
What do you do when conflict arises?

Dealing with Conflict
What is conflict?

- Conflict arises when two or more parties disagree about something.
- Parties are usually connected in some way.
- Mutual satisfaction can’t happen without both parties being involved.
- Can escalate if it goes unresolved.

As a Leader, your responsibility is to deal with conflict on three levels:

- Resolve conflicts you encounter with others.
- Help others to deal with conflict.
- Help your organization deal with conflict in a systematic way or be proactive to avoid conflict.
What is your Conflict Management Style?

Conflict Management Styles

• Cooperative problem-solving
• Competing
• Avoiding
• Accommodating
• Compromising
Conflict Management Style

Cooperative Problem-Solving
• Enables people to work together.
• Offers win-win solutions.
• Stresses maintaining the relationship.
• *Kumbya*

Conflict Management Style

Competitive
• Person puts his/her interests before anyone else’s.
• I want what I want when I want it.
• May ruin relationships.
Conflict Management Style

Avoiding
• Does not get involved in a conflict.
• “You decide and leave me out of it!”
• Retreat and get away from everyone and everything.

Conflict Management Style

Compromising
• Important to satisfy some of my needs.
• “Let’s split the difference.”
• “Something is better than nothing.”
Conflict Management Style

**Accommodating**
- Puts their interests last and let others have what they want
- Believes that the relationship (friendship) is more important than anything else

Leaders effectively manage conflict by:
- Early resolution
- Solving the real problem
- “It’s not personal” approach
- Inventing creative solutions
- Building relationships
- Knowing “when to say when”
Roles and Responsibilities

Human Resources Role in Transformation

- Function as a strategic partner
- Measure and engage in CQI
- Leverage technology
- Think and act strategically
- Function as an agent of change
- Collaborate, partner and (over) communicate
- Be prepared
- Say what you mean and mean what you say
- Stay open and flexible
### President’s Role in Transformation

- Champion: Support HR’s shift to strategic partner.
  - Chief Human Resources Officer
  - Elevate authority and decision-making
  - Communicate support campus-wide
- Support collaboration and participation in work groups across the system.
- Provide resources for training and development.
- Give HR a seat at the table and your ear.
- Stay open and flexible.

### Employees’ Role in Transformation

- Champion: Participate in the change
- Be willing to collaborate, partner and communicate
- Be supportive, listen and provide feedback
- Stay open and be flexible
- Be patient and develop realistic expectations

*Everyone has a role to play…*  
*bring your best to the table!*
Q&A

Thank You