

San Bernardino Community College District
All-Managers Meeting Summary
October 13, 2011 Meeting
Answers to Dialogue Questions

1. How can we improve communications between the District Office and management staff?
 - a. Regular meetings with District management.
 - b. More video chats from Chancellor.
 - c. Collecting/sharing information from managers prior to CSEA and CTA contract negotiations.
 - d. Share information regularly and seek input from management staff.
 - e. Provide timely notification of changes in budget, personnel and fiscal procedures.
 - f. Include management representative on CSEA and CTA bargaining teams.
 - g. Hold presentations/workshops on changes in procedures.
 - h. Electronic distribution of District news, on regular basis, easy to find on web.
 - i. District should provide timely response to questions.
 - j. Seeking input from managers on potential policy changes prior to implementation.
2. Name five areas for professional development.
 - a. Training for managers to promote into higher level positions within district (succession planning/career pathways).
 - b. Cross-training between areas.
 - c. Creating a positive culture.
 - d. Crucial conversations and crucial confrontations.
 - e. Entrepreneurship
 - f. Sustainability
 - g. Emergency situations and what to do.
 - h. Debriefing conversations on Liebert & Cassidy trainings.
 - i. Training on progressive discipline.
 - j. Training on the bargaining unit agreements.
 - k. Budget, Purchasing and HR systems training.
 - l. Leadership training.
 - m. How to recognize students in distress before there is a crisis.
 - n. How to conduct effective meetings.
 - o. How to use the District Wiki.
 - p. Improve new hire orientation.
 - q. Manager's training manual needed.
 - r. Update on legal matters in higher education.
3. What is the number one issue that stands in the way of improved management/classified relationships?
 - a. Change us vs. them mentality. Managers need to take lead and bring positivity to workplace. Begin a process of Appreciative Inquiry.
 - b. Classified should not be able to "go over their manager's head." Follow chain of command.
 - c. Access to District leadership.
 - d. Managers are left out of labor negotiations and problem solving.
 - e. Managers need to read, understand, and follow the bargaining agreement.

- f. Union has militant, adversarial attitude that is not collegial. For example, classified staff is not allowed to volunteer. Other issues regarding students, interns and consultants.
 - g. Manager's need listening training to better understand classified staff concerns.
4. What can I personally do to improve customer service?
- a. We need to treat our employees so well that it rubs off on them and they treat our students that well.
 - b. Front-line employees must be trained to handle the stress of dealing with the public. Managers need to be able to be role models on how to deal with this stress.
 - c. We must always ask ourselves, "What is in the best interest of the students?"
 - d. Managers should take steps to make their staff feel valued.
 - e. Have realistic expectations of how much work staff can accomplish.
 - f. We need aggressive customer service training.
 - g. Update and improve website. Keep online staff directory updated and make sure that each department's website has someone's name, phone number and email address so there is some personal accountability.
5. Name three things that would make you happier at work.
- a. Being included in decisions that affect my work.
 - b. Training managers to be flexible and treat people well.
 - c. Options for a healthy lifestyle and matching contributions.
 - d. Massage chairs.
 - e. More opportunities for input.
 - f. More professional development that has practical application.
 - g. SBCCD drug policy.
 - h. Access to private conference rooms to have meetings.
 - i. Give managers for autonomy.
 - j. Replace annex building.
 - k. Support managers' efforts to improve the performance of their staff with interference by union.
 - l. Get faster decisions from leadership.
 - m. Work with more positive people who enjoy taking on new opportunities.
 - n. Have a realistic workload.
 - o. Find balance between work and life outside of work.
 - p. Revive management reclassification study.
 - q. More meetings like this one.
 - r. Streamline processes.
 - s. Eliminate parking fees for staff.
 - t. Build a sense of teamwork.
 - u. Allow for a more flexible schedule.
 - v. Know that managers have opinions that count.
 - w. Have more HR support to deal with issues.
 - x. Put tighter reins on CSEA.
 - y. Ask managers to stop working in their job descriptions and to make contributions based on their talents and interests.