
WHEN STUFF HAPPENS, WHAT DO I DO?

JANUARY 20, 2019

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SCENARIO

As an undergrad, in your junior year, you work in the lab of a prestigious faculty member, Professor Smith. You feel very lucky to be in this lab and have this faculty member as a mentor. You weren't in the lab much in your first two years, but you are now spending much more time in the lab and taking on more responsibility.

Professor Smith is not always present in the lab, because of his schedule and demands, e.g., teaching, serving as journal editor, travel, etc. He relies heavily on his post doc, Dr. Jones, who also serves as lab manager. Overall, you have a good working relationship with Dr. Jones, but are learning that he may not be that accommodating or supportive of others. Others have commented that Dr. Jones can be abrupt, curt, sometimes demeaning, demanding, raises his voice on occasion, etc. Some have referred to him as a bully. While you haven't been a subject of this behavior directly and hadn't witnessed it previously, just yesterday, you saw him raise his voice with another undergrad about an experiment. The undergrad seemed visibly shaken.

What will you do, if anything?

What concerns do you have about this situation?

PLANS FOR TODAY

- Introductions
- Our plans for the session:
 - Learn about a model for conflict management
 - Put the model to use
- Take-aways/Discussion
- Resources – at UC Davis, probably similar ones at your institution



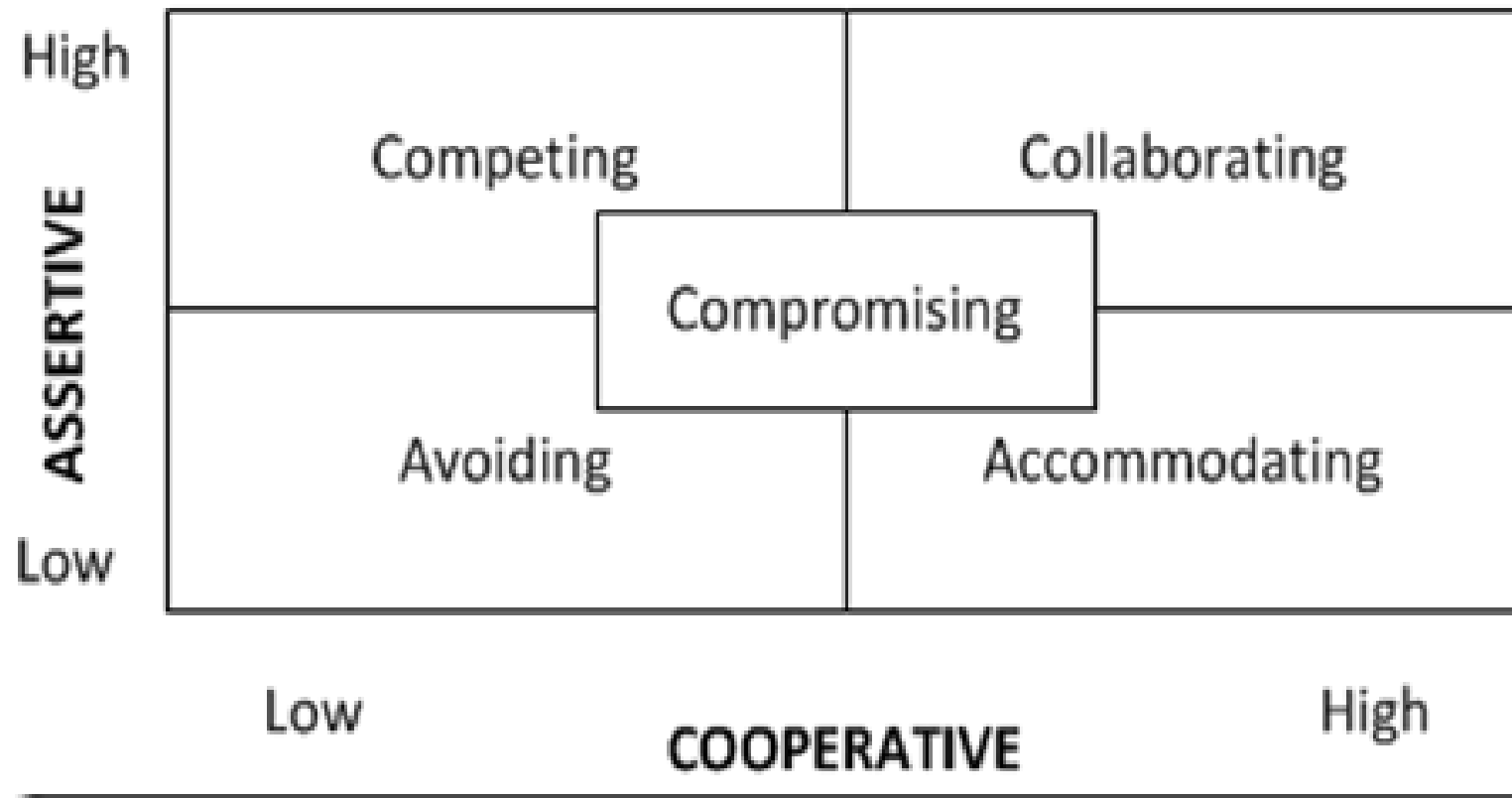
GUIDELINES FOR DISCUSSION

- Respect
- Encourage participation – self and others
- Air time is shared



“I speak to be understood,
not to convince you I am right.
I listen to understand,
not to formulate my rebuttal.
--*Hispanic Outlook Journal*

THE MODEL



(Thomas, K.W., and Kilmann, R.H.)

THE MODEL - CONTINUED

- **Accommodating** – *This is when you cooperate to a high-degree, and it may be at your own expense, and actually work against your own goals, objectives, and desired outcomes. This approach is effective when the other party is the expert or has a better solution. It can also be effective for preserving future relations with the other party.*
- **Avoiding** – *This is when you simply avoid the issue. You aren't helping the other party reach their goals, and you aren't assertively pursuing your own. This works when the issue is trivial or when you have no chance of winning. It can also be effective when the issue would be very costly. It's also very effective when the atmosphere is emotionally charged and you need to create some space. Sometimes issues will resolve themselves, but "hope is not a strategy", and, in general, avoiding is not a good long term strategy.*
- **Collaborating** – *This is where you partner or pair up with the other party to achieve both of your goals. This is how you break free of the "win-lose" paradigm and seek the "win-win." This can be effective for complex scenarios where you need to find a novel solution. This can also mean re-framing the challenge to create a bigger space and room for everybody's ideas. The downside is that it requires a high-degree of trust and reaching a consensus can require a lot of time and effort to get everybody on board and to synthesize all the ideas*

THE MODEL - CONTINUED

- **Competing** – *This is the “win-lose” approach. You act in a very assertive way to achieve your goals, without seeking to cooperate with the other party, and it may be at the expense of the other party. This approach may be appropriate for emergencies when time is of the essence, or when you need quick, decisive action, and people are aware of and support the approach.*
- **Compromising** – *This is the “lose-lose” scenario where neither party really achieves what they want. This requires a moderate level of assertiveness and cooperation. It may be appropriate for scenarios where you need a temporary solution, or where both sides have equally important goals. The trap is to fall into compromising as an easy way out, when collaborating would produce a better solution.*

LET'S TRY OUT THE MODEL! MORE SCENARIOS!



TAKE AWAYS/DISCUSSION



RESOURCES AT UC DAVIS

- HDAPP
- OSSJA
- COUNSELING SERVICES
- CARE
- MAJOR – DEPARTMENT ADVISORS
- OMBUDS/MEDIATION SERVICES
- ACADEMIC AFFAIRS

Bаярлалаа **danke** 謝 謝 **ngiyabonga**
 спасибо **tesekkür ederim**
thank you **gracias** tapadh leat
obrigado **dziękuje** **obrigado**
merci **terima kasih** **gracias** **maith agat**
arigatō **tak** **dakujem** **trugarez**
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