

***Excerpts from the Insights and Recommendations for 2008
section of the Climate Survey Summary Report***

***Expanded Presidents' Council Discussion/Worksession on Communication and
Governance 7-21-09***

**“Overall recommendations to the college community” from the Insights
and Recommendations for 2008 section of the Climate Survey Summary
Report:**

- Emphasize and commit to the college’s value statement: everyone is expected to be engaged and be a participating problem solver.
- Engage and take personal responsibility for making teams more effective.
- Take advantage of training opportunities.
- Take advantage of opportunities to give input and ideas in many venues: FYI, Surveys, face-to-face meetings, etc.

Suggestions for Institutional Activities around Governance & Communication from the Insights and Recommendations for 2008 section of the Climate Survey Summary Report:

1) Strengthen administrative skills in communication, problem-solving, decision-making and conflict resolution/management. Potential methods:

- Enable more face-to-face communication
- Create an exempt staff discussion and development time to discuss issues identified in the climate survey. This forum's intent is to increase understanding and identify specific tools to assist the administrators in their roles.

2) Strengthen work group skills in communication, problem-solving, decision-making and conflict resolution/management. Potential methods:

- Engage all work areas in conversations and reflections from the 2008 climate survey. The outcome is a discussion of the survey and its applicability to a work group.
- Have intentional conversations in every work group, department and division on the meaning of 'safe', 'team', and 'effective'. Provide individual and team assessments as options for work groups. The goal is to build an understanding of self and others and create the opportunity for improvement for every work group.

3) Strengthen college-wide skills in communication, problem-solving, decision-making and conflict resolution/management. Potential methods:

- Define shared governance and commit to improving shared governance at Clackamas. This is a discussion that would begin at Presidents' Council and move through the organization through College Council and standing meetings of the college.
- Create capacity for all employees to have ore training and opportunities to increase their skills in communication, problem-solving, decision-making and conflict resolution/management. This can include but is not liited to appreciative inquiry, how to use FYI, role playing difficult conversations, etc. Encourage all staff to build skills that can enhance their own personal effectiveness and their team's effectiveness.
- Continue to communication efforts. The overall communication can improve by considering the communication suggestions in the survey and intentionally implementing ones that can be sustained. This is an effort to be coordinated through College Council.
- In college communications, decisions need to be communicated in ways that emphasize the strategic and long-term planning aspects, not just the short-term effects.