

Dealing with Conflict and Maintaining Faculty Morale

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(or what Patricia Price said)

**“Human beings are difficult.
Of course, you know that.
You’re a chair.”**

-- Larry Abele

“Conflict, according to many department chairs, is something that happens in someone else’s department.”

“The chair should be concerned about conflict within the department, because once it occurs, it tends to fester and grow.”

The reading walks you through 4 types of conflict:

- **inner conflicts**
- **employer-employee conflicts**
- **conflicts amongst faculty members**
- **conflicts between faculty and students**

Transparency

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**departmental operations are clear,
open and driven by the faculty**

Before this was all put into place, many of the problems listed in your reading such as:

- **the chair being perceived as biased or partisan**
- **the sense of losing control over crucial department decisions**
- **lines of authority and responsibility being unclear**
- **etc**

existed in my department.

**Conflict resolution,
now for the most part, has been
“reduced to a process of problem solving”.**

Pretty good – BUT...

You'll have to constantly be gauging:

- **what type of conflict it is**
- **how to handle it**
- **who can be tapped for help and advice**

Don't get mad!

Sometimes

time and a cooler head is all that is needed.

Sometimes

your dean needs to be consulted for advice. And others as appropriate.

Sometimes

I just need to externally process
(to talk it through).

Find a confidante:

not your staff

Find a confidante:

not your spouse or partner

Find a confidante:

call someone

Find a confidante:

IAL is a great network

**Don't get mad.
If you do, don't stay mad.**

**Happy to lend an ear.
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Carolyn Henne

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