Solving the Retention Puzzle

Tuesday, January 31st, 2023 | 1 p.m. ET

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Presenters

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Learning Outcomes

- Learn about Tulane’s five key initiatives and how they support retention of employees
- Consider incorporating aspects of Tulane’s programs at your institution to help with retention efforts
- Learn about the benefits of using conflict resolution in the workplace
- Learn about the services offered through Tulane's conflict resolution program
- Learn how restorative practices can benefit your organization and its people
Five Key Initiatives at Tulane University

1. Flexible Work Initiative
2. Conflict Resolution Program
3. Manager Development Program
4. Restorative Practices Program
5. Professional Development Day
Flexible Work: Poll Questions

Does your institution offer a remote work option for staff?

- Yes
- No

Do you plan to continue offering this option?

- Yes
- No
Flexible Work Program

**Initiative:**
Update our Flexible Work Arrangements policy to include a Hybrid Remote work option

**Summary:**

**Feedback:**

**Next Steps:**

<table>
<thead>
<tr>
<th>Flextime</th>
<th>Flextime is an alternative work schedule that gives employees greater flexibility in choosing their work hours or the opportunity to change their work schedules from one week to the next depending on personal needs.</th>
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<tbody>
<tr>
<td>Compressed Workweek</td>
<td>A Compressed Workweek is an alternative work schedule that allows employees to work an increased number of hours each day in order to shorten the number of days worked during the workweek.</td>
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<tr>
<td>Fully Remote</td>
<td>Remote work is an alternative work option where an employee's official work location is off-site.</td>
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<tr>
<td>Hybrid Remote</td>
<td>Hybrid Remote is where the employee has a defined schedule in which work is carried out some days of the week or month on campus in a designated space and some days in an official remote location. The maximum number of hybrid remote workdays shall not exceed two days for each work week.</td>
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Conflict Resolution: Poll Questions

Does your institution offer an informal option for resolving conflict?

- Yes
- No

Are you interested in creating a conflict resolution program at your institution?

- Yes
- No
The New Wave: Conflict Resolution

Initiative:
Launch a new Conflict Resolution Program (2019)

Summary:

Feedback:

Next Steps:
What is Conflict?
Conflict Resolution: Poll Question

Is conflict ever good?

- Yes
- No
BENEFITS

- Early-stage intervention
- Improved performance and productivity
- Increased morale
- Confidential
- Clarification and simplification of issues
- 85%-95% employees report satisfaction
The Pillars of Conflict Resolution
SERVICES

Consultation

Mediation

Facilitated Conversation

Coaching
FAQ

**What we offer:**

**What we do not offer:**

**When should you use the Conflict Resolution Program?**
Manager Development Program

**Initiative:**
- Launch a new Manager Development Program (MDP) (September 2022)

**Summary:**

**Feedback:**

**Next Steps:**

Manager Development Program

1. Tulane Operational Skills
   AVAILABLE SEPTEMBER 2022
2. Interpersonal Skills
   AVAILABLE NOVEMBER 2022
3. Leadership Skills
   AVAILABLE JANUARY 2023
4. Self-Care
   AVAILABLE FEBRUARY 2023
5. Career Planning
   AVAILABLE MARCH 2023
Restorative Practices Program

- Find new ways to resolve conflicts that nurture healthy relationships
- Enhance how we communicate with one another to strengthen community
- Learn how to work together to build a culture focused on addressing & preventing harm
BENEFITS TO EMPLOYEES

- Morale
- Increased engagement
- Improved employee well-being
- More efficient departments
- Sense of Belonging & Inclusion
- Cultural shift and change in the community

BENEFITS TO TULANE

Better retention of employees

Fosters a positive workplace culture and team relationships

Positively influences the bottom line

Decline in complaints and lawsuits
PROFESSIONAL DEVELOPMENT DAY

Initiative: Annual event to promote professional development opportunities and awareness of tools & resources available to support growth.

Feedback:

Summary:

Next Steps:
FUTURE PLANNING

- Tulane Coaching Program
- Recognition Programs
- EDI Competency Education & Culture Building
- Career Planning Tools & Resources
Takeaways

- Flexible work options are key to engaging and retaining your employees.
- You cannot retain your best employees if you are not supporting the development of your managers.
- Conflict can be a tool for positive change when employees use effective communication skills.
- Restorative practices can help maintain a congenial work environment.
Submit questions to our presenters using the Chat.
Thank You

Please complete your event evaluation

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