Managing Conflict in the Department

Wednesday, February 15, 2017
Department Chair Workshop
12:00—2:00 p.m. (Sandwiches and refreshments will be provided.)
Trustee’s Room, 212 Low Library

At some point in time, no matter how harmonious the department, a department chair is called upon to intercede in some kind of interpersonal conflict among department members. Whether the interpersonal conflict involves faculty, students, staff or all three, this workshop will provide department chairs with some tools for understanding, diagnosing and managing conflicts. In addition, chairs will come away with a better understanding of their own reactions to conflict.

Topics covered:

- Understanding and Diagnosing Conflicts
  - Understanding Your Own Conflict Style
- 5 Levels of Conflict and How to Manage Them

Program Presenters:

Joan C. Waters joined Columbia University as ombuds officer in April 2014. A native New Yorker, she earned her bachelor of arts degree from Fordham University (Bronx, New York) and she earned her juris doctorate from St. John’s University School of Law (Queens, New York). Joan started her legal career in a civil litigation firm in Manhattan and thereafter moved to the Westchester County Attorney’s Office practicing management-side labor and employment litigation. In 2001 and again in 2008, Joan was elected to serve as the Village Justice for the Village of Sleepy Hollow, presiding over the weekly docket of civil, criminal, small claims and vehicle and traffic matters as well as bench and jury trials. During this time she was also the managing partner and then sole proprietor of a small family law and residential real estate law practice with a particular focus on mediation and collaborative law. Most recently, Joan served as an Associate General Counsel in the Office of the General Counsel at The City University of New York. Since joining Columbia Joan has become a member of the International Ombudsmans Association.

Marilyn Molina joined the Ombuds office in July 2015 as Administrative Manager. She coordinates the outreach for the office on each of Columbia’s campuses, as well as, manages all aspects of the office operations. Prior to joining the Ombuds Office, Marilyn was the events/labor supervisor in the Facilities Department for nine years, overseeing major events throughout the University. She earned her Master’s degree in Negotiation and Conflict Resolution from Columbia University and is a member of the International Ombudsman Association. She completed the IOA Fundamentals course in October 2015.

Please RSVP to facdev_as@columbia.edu by February 14, 2017. If you have any questions about the program, please contact Susan Drange, Director, Faculty Development & Diversity, Arts & Sciences at smd2195@columbia.edu or call 212-854-6266.