

KNOXVILLE OPERATIONS ERC

MEETING MINUTES

TUESDAY, November 1, 2022 | 1:30 – 3:00 P.M.

PRESENT

Mike Brady, Shannon Bruce, Dave Bryant, Nancy Burkett (Guest Speaker), Jon Chandler, Alexanderia Gonzalez, Doug Grant, Judy Jones, Kasey Kahm, Mary Lucal, Jim McCarter, Will Ploskonka (Guest Speaker), Patrick Richter, Jeni Sharp, Shane Sloan, Sam Smith, Natalie Summers, Duren Thompson (Guest-Campus Partner), Randall Thornhill, and William Wainright

ABSENT

Stevin Amonett, Jason Baggett, Cory Beets, Brian Browning, Amy Bruner, Paul Finley, Chris Gilbert, Dedra Giles, Holly Harmon, Riley Kneale, Debbie Lane, Jimmy Large, Regina Olum, Chip Pennoyer, John Platt, Rhett Priode, Richard Shackelford, Cody Smith, Justin Stafford, Jake Turner, Neal Vercler, Hannah Wallace, Dave Webb, and Michelle Wilson

1. WELCOME

Jon Chandler, Senior Employee Relations Consultant, welcomed everyone to the November meeting.

1. UPDATES
   1. Facilities Services Update – Mike Brady, Associate Vice Chancellor for Facilities Services

Mike Brady began his update by reflecting on the football season, with only one home game remaining. This past month there were three straight home games, and there was no drop in the level of service from Facilities staff.

The College of Nursing building has been fully demolished, and they are working on the utilities before construction on the new building can begin. Once the football season ends, the next stage of renovation work on Neyland Stadium will begin on the South and East sides.

* 1. Human Resources Update – Mary Lucal, Associate Vice Chancellor for Human Resources

Dr. Mary Lucal began with praise for the Facilities Services staff and other partners who work the football games. They work long hours and are the unsung heroes of game day.

Human Resources is busy with recruitment efforts and talent retention. There are still many job openings that we are trying to fill. HR is also focused on career development. Nancy Burkett has joined HR as a Career Development Coach and will be seeking guidance on issues that staff are facing in their career development journeys.

Annual compliance training is due December 31, 2022. Dr. Lucal asked everyone to remind their constituents to complete the training as soon as possible. A list will be run next month of people who have not completed the training. These lists will be sent to the Vice Chancellors. She also thanked everyone who has already completed the annual compliance training.

* 1. Finance and Administration Update – Brian Browning, Associate Vice Chancellor for Finance and Administration

Brian Browning was unable to attend the November meeting.

1. GUEST SPEAKERS
   1. Learning & Organizational Development – Will Ploskonka, Learning & Organizational Development Manager

Learning & Organizational Development (LOD) is committed to the growth of our organization through our employees. LOD works on individual development by coaching people on how to navigate challenging situations and consulting with leaders across campus who need help with their teams. They can also do team development through assessments, such as CliftonStrengths, MBTI, Intercultural Development Inventory (IDI), and DISC. This past summer, they have been working with departments and teams on team effectiveness.

LOD has leadership development sessions that are offered monthly, with plans for expansion. Part of that expansion is being termed the “New Leader Advantage.” The goal is to prepare and maximize the success of new leaders on campus, such as someone with existing leadership experience but who is new to the University or someone who recently received a promotion. STRIDE for Staff is a recruitment training program that is done for members of search committees to make sure the pools of candidates are as inclusive and diverse as possible. STRIDE stands for Strategies and Tactics for Recruiting to Improve Diversity and Excellence.

LOD also runs the UConnecT program, which is an inclusive, yearlong immersive leadership academy. Its goal is to connect non-exempt staff across campus with leaders in an inclusive leadership development program to prepare them for future career opportunities. There has been a great success with the UConnecT program as many people who have been through it have received promotions over the past three years. LOD also provides podcasts on several different topics, including emotional intelligence. More topics are planned to be covered like CliftonStrengths and recruitment. If you have a recommendation or request for a specific topic, please reach out to LOD.

You can learn more about LOD and their programs by visiting their [webpage](https://hr.utk.edu/lod/) and can email them at [lod@utk.edu](mailto:lod@utk.edu). They also have a newsletter called [The Connection](https://hr.utk.edu/the-connection-newsletter/), which is where you can keep up to date with what is happening in the Learning & Organizational Development team. You can also request training sessions for your department or team through a request form on their webpage. LOD focuses on leadership development for current and future leaders.

Dr. Lucal spoke about the effort that Human Resources has put into developing Leadership programs and asked that representatives talk with their constituents about the opportunities that Learning and Organization Development provides. ERC Representatives are important in the communication between HR and large populations of staff on campus that are saying that they can’t get any professional development.

* 1. Career Development – Nancy Burkett, Career Development Coach

Nancy Burkett is the new Career Development Coach within Human Resources and she began with a quick overview of her role. She primarily does individual career coaching sessions with staff, which have topics that range from identifying your career goals to resume, cover letter, and interview preparation. She has been here a month and has met with several, primarily non-exempt staff, who are exploring roles at UT. Ms. Burkett has reviewed the application materials with the staff members and helped them articulate their strengths so they are aligned with the job posting’s requirements. To see more about what offerings Ms. Burkett has currently available, you can visit her [webpage](https://hr.utk.edu/career-development/). You can also fill out a survey for what services or resources you need or would like to see [here](https://utk.co1.qualtrics.com/jfe/form/SV_78oWRRzfjled5oW). You can also reach out to Ms. Burkett directly at [nburket2@utk.edu](mailto:nburket2@utk.edu).

Ms. Burkett asked for feedback on what the ERC representatives have heard their constituents’ needs are regarding career development. Dr. Lucal started the discussion by referencing a study done by the Commission for Blacks around black staff exiting the university. A finding in that study was a perception that when positions open in a department, the person who is going to get the job has already been decided before the interviews begin. This frustrates people trying to find opportunities in their department and they don’t know what to do outside of their department in terms of identifying developmental opportunities. Ms. Burkett thanked Dr. Lucal for the feedback and stated that she has often found the staff member’s resume and cover letter do not closely match the job posting and may need to be rewritten to highlight relevant strengths and accomplishments.

Ms. Burkett stated that she can help staff look at job descriptions and interpret them. She also stated that one of the greatest contributions she can make is helping staff feel confident in their abilities and helping them articulate their strengths and skills.

Shane Sloan stated that people in his area are wanting to move up, but they are not able to. They feel like the only way to move up is to move out of the department. Dr. Lucal suggested that Ms. Burkett might be able to add an appointment category that helps staff members learn to talk with their supervisors about career development. Duren Thompson added that her office, Ombuds, might be able to partner in this category because they specialize in having difficult conversations and helping employees navigate them. The Office of Ombuds Service website is <https://ombuds.utk.edu/>.

Dr. Lucal ended the discussion by asking everyone to send out Ms. Burkett’s survey to their constituents so that she can get more ideas on how to develop her services.

1. CONSTITUENT QUESTIONS
   1. There were no questions submitted before the meeting.
2. OTHER BUSINESS/ANNOUNCEMENTS
   1. Volunteers for Safety Committee

Mr. Chandler asked for volunteers to serve on the UT Knoxville Campus Safety Committee. They meet quarterly, with the next meeting likely to be in January 2023. Topics range from risk management to evacuation planning. If you are interested in serving on the committee to represent ERC, please email Jon Chandler ([jchand41@utk.edu](mailto:jchand41@utk.edu)) or Sam Smith ([SamSmith5@utk.edu](mailto:SamSmith5@utk.edu)).

* 1. Compliance Training

Annual Compliance Training is due December 31, 2022. It is suggested to have it completed by winter break because there will be no technical support after December 23, 2022.

* 1. Museum Discount

The University of Tennessee has partnered with the National Museum of African American Music (NMAAM) in Nashville to offer a discount on admission for UT employees plus one guest. The rate will be discounted from $24.95 to $16.50 for adult admission. Employees must present their staff ID to apply the discount. For more information, visit the [website](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftennessee.us9.list-manage.com%2Ftrack%2Fclick%3Fu%3Dd896b38de9dd8fd3c043073b3%26id%3Dc722b03b9a%26e%3D723907992c&data=05%7C01%7CSamSmith5%40utk.edu%7Ce455b43cf32340aa688908daa89f83b2%7C515813d9717d45dd9eca9aa19c09d6f9%7C0%7C0%7C638007700307927655%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kSryXVrQm3%2FYVe0X07DOnFbyxWPkWIJ5PfJ39atvN84%3D&reserved=0) or view the [flyer](https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftennessee.us9.list-manage.com%2Ftrack%2Fclick%3Fu%3Dd896b38de9dd8fd3c043073b3%26id%3D2aced00338%26e%3D723907992c&data=05%7C01%7CSamSmith5%40utk.edu%7Ce455b43cf32340aa688908daa89f83b2%7C515813d9717d45dd9eca9aa19c09d6f9%7C0%7C0%7C638007700307927655%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2BpTBS0r%2B6wsd4dHJtQlWyUm%2BrB9ailDwYO6%2FKi6iMeA%3D&reserved=0).

* 1. Ready, Set, Connect!

Human Resources is planning our next onboarding event for new staff: Ready, Set, Connect! This will be a celebration and continuation of their new hire experience at UT! Participants will be staff in their first few months of employment at UT.

We would like to invite the ERC to participate in our campus partner fair as part of this event. The fair will provide recently hired staff an opportunity to learn and network with our campus partners. This a great opportunity to spread the word about the ERC, what it is and why it is important for our campus community.

Ready, Set, Connect! is scheduled for Tuesday, December 6th in the Student Union Room 262. The formal presentation will run from 1:30 – 3:30 p.m. eastern with the campus partner fair from 3:15 – 4:30. If participating, you will want to block off 3-4:30pm to fully participate.

If your area is interested in participating in this great networking event for new staff, please email Kerrie Johnson ([klynn6@utk.edu](mailto:klynn6@utk.edu)) on or before November 28th. You will receive a confirmation email with additional information. We need 1 - 3 volunteers.

1. REMINDERS:

Please email Jon Chandler (jchand41@utk.edu) or Sam Smith (SamSmith5@utk.edu) any constituent questions.