



The Upstate New York Chapter of SLA Presents:

"Can't We All Get Along? Consensus Building and Conflict Management in the Workplace"

Friday, September 24, 2010  
Science Library  
Standish Meeting Room  
SUNY Albany



New Library Building, SUNY Albany

## Program Details

Friday, September 24, 2010

### Can't We All Get Along? Consensus Building and Conflict Management in the Workplace

8:30-9:00 Registration

9:00-9:45 Speed networking – Bring your business cards!

9:45-10:00 Break

10:00-12:00 “Consensus decision-making” - Pamela Strausser

12:00-1:00 Lunch

1:00-1:20 SLA Ethics

1:20-1:45 UNYSLA Business Meeting

1:45-3:45 “Effective ways to manage conflict in organizations” - Sue Faerman

3:45-4:00 Closing

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### Presenter Bios & Workshop Descriptions:

**Pam Strausser** is a Senior Consultant responsible for Academic Organizational Development at Cornell University and works with faculty and academic administrators and academic staff on the challenging human dynamics associated with their varied roles. She is also the President of Cosmos Hill Associates, an organization specializing in executive coaching and institutional change. Strausser has a BA from Harvard and MS from the School of Industrial and Labor Relations at Cornell. Her doctoral research focuses on decision making and academic department chairs. Prior to her work in Organizational Development, Pam served as a Senior Extension Faculty member in Cornell's New York State School of Industrial and Labor Relations and as a member of the Executive Education Faculty for Cornell School of Hotel Administration.

## **Workshop Description:**

### ***Consensus decision-making***

*Consensus decision-making is believed by many in our culture to be the only way decisions should be made. Sounds good, but there are two problems*

- 1)** *While there is very little consensus on what we mean by **consensus***
- 2)** *there is almost no consensus on how to achieve it.*

*This interactive workshop will explore decision-making challenges in our culture and processes to make decisions more effectively.*

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## **Sue Faerman**

Sue Faerman is Vice Provost for Undergraduate Education at the University at Albany – SUNY and Distinguished Teaching Professor of Public Administration and Policy in the Rockefeller College of Public Affairs and Policy. Her teaching and research interests focus on the paradoxical nature of managerial and organizational performance. Within this area, she has focused on leadership, including managerial transitions and management education and development; and the role of conflict in organizational and interorganizational collaboration. More recently, she has also begun doing research on issues related to work-life balance and conflict. She has authored or co-authored several books, articles, and book chapters that develop the notion of paradox in managerial or organizational performance, most notably *Becoming a Master Manager: A Competency Framework (5th edition)* (John Wiley & Sons, forthcoming); “The Paradoxical Nature of Collaboration,” which appears in *Big Ideas in Collaborative Public Management* (M.E. Sharpe, Inc., 2008); and “The Appeal and Difficulties of Participative Systems,” (*Organization Science*, 1995). In 2000, Dr. Faerman received the SUNY Chancellor’s Award for Excellence in Teaching, and in 2003, she received the Leslie A. Whittington Excellence in Teaching Award from the National Association of Schools of Public Affairs and Administration. She received her B.S. in Applied Mathematics and Statistics from Stony Brook University, her M.S. in Applied Mathematics from George Washington University, and her Ph.D in Public Administration from the University at Albany – SUNY.

## **Workshop Description**

In the past few decades, many organizations in the United States and around the world have increased their use of participative decision making as a way to increase effectiveness. By involving more individuals in decision-making processes, greater knowledge and expertise are brought to bear on organizational problems, thus increasing the probability that important issues and potential obstacles to implementing the decision will surface. In addition, by involving employees in decisions, a wider range of values and perspectives can be discussed and employees can gain a better understanding of the reasons behind a decision. Involving individuals in decision-making processes, however, can also lead to more

conflict as people disagree on potential solutions to a problem, as well as how the decision should be made and even who should be involved in making the decision. However, when people are uncomfortable with this type of conflict, they may reduce their level of participation, thus diminishing the potential advantages of participative decision making. This workshop will focus on effective ways to manage conflict in organizations. First, we will look at why conflict can be a healthy part of organizational decision making and identify situations where a lack of conflict has led to bad decisions. Next, we will examine a framework that provides suggestions for how conflict can be managed productively in organizations and discuss specific techniques for approaching conflict situations. Finally, participants will have an opportunity to practice one of the techniques, recognizing that the only way to become proficient at a skill like managing conflict is to practice, practice, practice!

### **Networking Dinner:**

Please join us for a “dutch treat” dinner on Thursday, September 23, at 6:30 The Ginger Man, 234 Western Avenue, Albany, NY 12203 (Check out the menu at <http://www.albanygingerman.com/menu.html>)

### **Hotel Accommodations:**

Albany Fairfield Inn  
1383 Washington Avenue  
Albany, New York 12206 USA  
Phone: 1-518-435-1800  
<http://www.marriott.com/hotels/travel/albfi-fairfield-inn-albany-suny/>

A small block of rooms is available at a special UNYSLA rate of \$89.99 + taxes.

Please call the hotel and make your reservations for 10 September 2010 to secure this rate!



### **Directions to Science Library; Standish Meeting Room**

Link to the campus map. <http://www.albany.edu/maps/uptownmap.html>

Parking: Arrangements have been made for registrant parking in Visitor Lot 1. Please tell the parking lot attendant your name and that you are here for the SLA conference.

The Science Library is located in the New Library Building on the south side of the Academic Podium, behind the Campus Center. The Standish room is on the 3<sup>rd</sup> floor of the Science Library.

