

SUPERVISOR E-LETTER

PROFESSIONAL DEVELOPMENT



July 16th, 2019

New and Improved Conflict Resolution Process Website

Videos, resources, links and key contacts are all available on the new site.

Grand Valley State University is aware that the potential for conflict always exists; the University also believes that there are effective tools for dealing with conflict, tools that range from conversation with a neutral party to facilitated meetings and mediation to the more formal complaint and grievance procedures. [This website](#) is designed to make you aware of the various resources that the University has available to you and to help you navigate through the GVSU Conflict Resolution Process.

I'm experiencing conflict, what's my first step? [Review the conflict resolution process](#)

Three videos outlining the steps and process are available online. Watch the first one below:

STEP 1: PERSONAL OPTIONS



Frontline Supervisor Newsletter-July 2019

I want to be a firm supervisor when necessary as well as a nice guy my employees admire. I think most supervisors feel the same way, but I find myself correcting employees more often than I praise them. How can I increase my positive interactions?

I read that great leaders are eternal optimists, along with many other traits. How do I become more optimistic in my leadership style?

Answers to these questions and more are in the July issue of the [Encompass Frontline Supervisor Newsletter](#).



Mindfulness Matters

This month's podcast features ENCOMPASS consultant Lorie Shier. She explores basic mindfulness principles and teaches some techniques that you can put to immediate use.



Visit the website below, then click on the orange "PODCAST" logo to listen to this month's feature and review our library of past offerings.

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