

BREAKOUT GROUP SCENARIOS

Group 1

- A faculty member comes in 5-10 minutes before the office closes (for lunch or for the day) asking for a last-minute, “urgent,” and time-consuming request (making copies for an exam that starts in 30 minutes or writing a budget for a grant proposal due the next day). The staff member must put all other work on hold to accomplish task for faculty member and may need to stay late or skip lunch to complete the request.
- A faculty member is going to be traveling and wants to skip the department’s travel approval procedures. They purchase their own airfare and their own lodging without discussing it with the department. Once they return, they give all of the documentation to the staff and tell them to put the reimbursement through asap because they need to pay off the expenses on their credit card.
- A faculty member comes to a staff member’s desk and with a raised voice complains about a travel reimbursement that the staff member has refused to submit because they believe it conflicts with the travel office rules. After the staff member explains why they did what they did, the faculty member continues to justify the expense and tries to insist that it be reimbursed. The department head overhears the conversation, comes out of their office, and tells the staff person to just process the reimbursement request for the faculty member.

Group 2

- A faculty member asks that staff try to circumvent a policy or fee "just this once" for an especially deserving student. When the staff explains how the policy precludes this, the faculty member reaches out to another staff member to try to circumvent policy/fee again.
- Several faculty members happen to be in the department's administrative office at the same time and conduct a long, loud, conversation without considering that they are in a space where staff are trying to work.
- A faculty member comes to a staff member for help with all of the requests for letters of recommendations they have been receiving. "These have gotten overwhelming and I'm going to be out of internet range for the next few days. Would you be able to help me submit these for all of these students? Don't worry, I can write up a template for you to make it simple." Assuming tacit acceptance of the request, they leave saying, "I'll get you the template by the end of the day and you can start sending them out."

Group 3

- A faculty member asserts that a staff member has mistreated a graduate student. This complaint has been initiated by the graduate student, but no investigation has taken place to hear both sides of the story. The graduate student and staff member have not been provided an opportunity to discuss what happened. The staff member gets called into a meeting with their supervisor and is reprimanded.
- A faculty member comes to a staff member’s desk and flatters their “work ethic” and recent work on a project extravagantly. They then request that the staff member help them with an issue that is in another staff person’s portfolio, stating that they are asking them specifically because the other person won’t create the same high-quality work product or will take too long to finish it.

- A faculty member texts a classified employee on a weekend or evening to ask for help preparing a travel request and getting it approved right away, so they can purchase the airfare as soon as possible. They say they are afraid the prices will go up if they wait another day or two.

Group 4

- A faculty member comes in the day before classes start to inform staff that they cannot teach at their designated time or place despite receiving the class schedules well in advance and never reaching out to staff to address the time conflict or location problem. The staff member is now expected to scramble for last-minute coverage.
- A faculty member tells staff they already told a vendor to start working on a project without a contract. The staff member finds the vendor is not eligible to do work for UO or that the total amount to be paid will require competitive quotes. Staff must reach out to various UO authorities to get after-the-fact exceptions and approvals and will be lectured by those authorities about proper procedures.
- A faculty member approaches a staff member's desk in an open office, loudly asks them pointed questions about their recent work on an event, and demands answers on why the catering order was delivered later than expected. The staff person tries to answer, but the faculty member talks over them to complain about how the event went. Everyone else in the office becomes silent. After the faculty member leaves, everyone comments that the interaction was inappropriate, and the faculty member is known for behaving this way and is never happy with anything. They say the staff member should just forget about it and not take it personally.

Group 5

- A faculty member has a department-sponsored event/presentation coming up with a deadline for the topic and summary to be provided for marketing the event. The faculty member provides the requested information two weeks late and then asks the staff member in charge of scheduling the event to proofread their presentation's slideshow and create additional slides (even though staff member is only in charge of booking the event and sending out marketing materials).
- Heads and faculty members ask the manager or staff members to provide information during the COVID-19 emergency that is available on the UO coronavirus and provost's websites. When they're directed to the websites that post this information, they say they can't go through it all to find what they need.
- A department head arrives to the office harried and distracted about an upcoming meeting and asks the department manager to get them a cup of coffee "just this once" because they're having a hard day and are feeling stressed.

Group 6

- A faculty member submits a personal reimbursement for expenses incurred while hosting a guest speaker at the UO. When reviewing the documentation, a staff member sees that the faculty member purchased UO merchandise for the guest speaker as a gift. They insist on being reimbursed for this merchandise, and ask the staff to make it work.
- A staff member is working on a public-facing project but can't move forward until a faculty member provides essential information. The faculty member is behind schedule despite reminders and established timelines. The staff member is the one who's perceived as holding up

the project or failing to complete work, and the staff member has to apologize to stakeholders and respond to complaints.

- A staff member goes into the office weekly during the COVID-19 closure to check the mail, and a faculty member asks them to stop by their office and pick up something for them.