Key Discussion Points: See below. Bolded items were ones that were shared with the larger group.

Recommended Actions or Next Steps:

- WEP – How many complaints – up or down – fewer complaints
- Mediation:
- **Focus Groups (Spring 2014)**
  - Campaign was helpful but losing its luster
  - Recommendations – implement vs. continue as a campaign; different promotions; use posters; speakers
- Posters/table tents did provide others a reference to try and change their behavior
- No table tents – unless there is a change design for each as they looked the same.

- Boxing Gloves 🕊️ “Don’t Take the Gloves Off – Put/Throw Them Away”
- **Design a poster campaign**
- Transparency, Accountability, Civility (ITS has their own committee)
- Believe fix/role model by employees and that will trickle down to the students
- **Case studies/scenarios on posters with a link where people submit their responses**
- Professional Development Day – Theme – more than just civility – tracks and one is on civility
- Quotes:
  - Famous people
  - Campus EE’s/Students
- Sensitive topic
- Have seen improvement – significant over the past few years
- Where start? Hard to define and why such a difficult conversation and not easy to fix
- Need to address behaviors immediately
- Training
- **Step up, Step In – Management is viewed as walking away**