DEPARTMENT CHAIRS LUNCH PRESENTATION

THE OFFICE OF PROFESSIONALISM & ETHICS
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USC University of Southern California

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WHY THE OFFICE OF PROFESSIONALISM & ETHICS?

Understanding OPE's Role within the Broader USC Community

- The Office of Professionalism and Ethics (OPE) maintains the **USC Report & Response** reporting website that integrates with the university's case management platform, both serving as key components of USC's centralized reporting, response and tracking ecosystem. OPE reports up to Felicia Washington, SVP of HREC.
- OPE is the first **quality-assurance** touchpoint for concerns submitted through the USC Report & Response website, ensuring university reporting compliance obligations are identified and concerns are responded to and referred to the most appropriate university offices for resolution.
- OPE acts like an air traffic controller to assess and coordinate the flow of submitted concerns to: **EEO-TIX, ELR, OCEC, Threat Assessment, Campus Wellbeing, local HR and Faculty Affairs, and others.**

Find out more at: **OPE.USC.EDU**

THE WHY THAT DRIVES OPE

Shared Culture Journey Vision

The success of USC's mission requires a culture where:

1. All behaviors are guided by our unifying values – especially our reporting responsibilities
2. The institution's systems and processes support, define, and incentivize those behaviors
3. Speaking up and sharing are promoted in an environment where <u>everyone feels safe and protected</u>

OPE connects with our academic, staff and student partners, providing support and linking resources that bolster our Unifying Values and drives responsiveness to concerns within our community.

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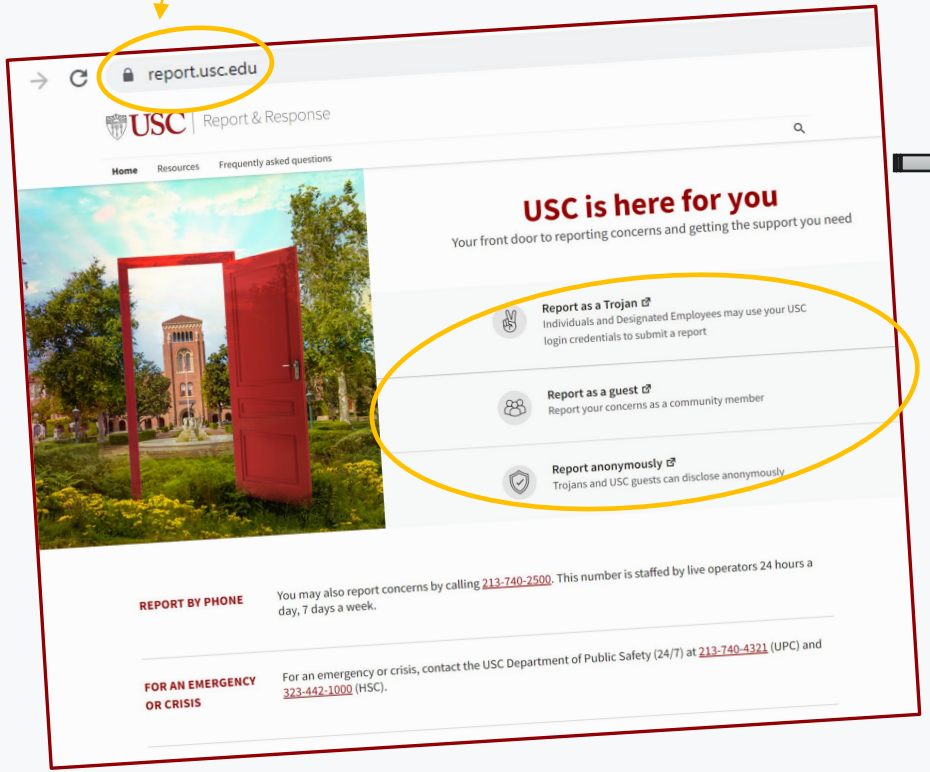
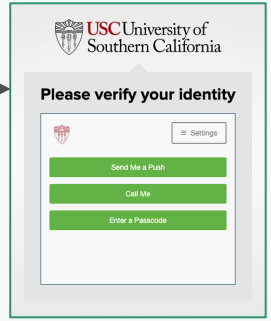
USC'S "FRONT DOOR" REPORTING WEBSITE

USC Report & Response launched July 2023





NAVEX GLOBAL

Mobile QR Code

USC Report & Response

- Warm and welcoming community interface (report.usc.edu)
- Three reporting options, to include an anonymous selection
- Integrates directly with the university's case management platform
- A single resource for reporting resources and FAQs
- Mobile device friendly viewing and webform reporting

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RECOGNIZING THE ROLE OF A CHAIR

Observations and fundamental truths

- The role of a Chair requires you to be a mentor; one who sets the academic tone; the overseer of budgets, grants, and other administrative functions… as well as a "supervisor" expected to manage performance and collegiality – This last responsibility is often the most understated.
- Real world dilemma: Yesterday I was a peer; today I'm expected to be their supervisor.
- There is no blueprint to manage the complex and varied needs of students, faculty, and others in the context of academic and professional standards. It's a challenging task.
- Successfully navigating issues within the work environment is not your individual responsibility. It is a *team* sport. It requires alignment of thought + timely communication by school leadership from the Dean to the Chair and the faculty.
- Management of personnel is an acquired skill not inherently gifted to us. It requires practice but gets *exponentially* easier after that first muscle is exercised.
- The most intimidating step to help course correct problematic behavior is usually the first and often least disruptive – a private and timely conversation. However, it can be the *most* powerful.

QUESTIONS & ANSWERS

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