



## **School of Business Set Representative Meeting Minutes**

Wednesday, Feb 18th, 2015  
2:30-4:30pm

**Chair: Joseph Prophet, Chair of the School of Business**

**Set/Tech Rep Attendance:**

**Staff:** Amy Smith, the BCITSA Program/Clubs Coordinator

**Guest Speakers:** Robyn Lougheed, Advocate: Effective Communication

### **5.1 Meeting Called to Order**

Joseph calls the meeting to order at 2:40 pm. He welcomes the set reps and introduces the first guest speaker.

### **5.2 Guest Speakers**

#### **5.2.1 Robyn Lougheed – Advocate, BCITSA**

BCITSA Advocate Robyn gives a power point presentation for the set reps regarding improving their communication skills. She discusses the different approaches to communication: passive, aggressive, and assertive. She discusses Dos and Don'ts of communication, as well as what active listening entails. She explains the skill component of active listening, which includes awareness of body language, avoiding interrupting, and paraphrasing/clarifying what has been said. Robyn illustrates the 5 skills of Active listening: paraphrasing, clarifying, perception checking, empathizing, summarizing. She also discusses the topic of emotions in conflict and that resolving conflict positively can help strengthen relationships. Robyn explains the characteristics of healthy responses to conflict and how they can yield a desirable outcome. She also discusses unhealthy responses to conflict. She lists some ground rules for approaching a conflict, including remaining calm, using words instead of actions, avoiding accusations and generalizations. Robyn asks the set reps if they have any questions and gives some handouts.

**Q/C:** how do you know which battles to pick?

**A:** It takes practice to evaluate the likelihood of a favourable outcome.

**Q/C:** what if the other person is clamming up?

**A:** Tell them what you're observing and ask if there's a better time to continue the discussion. They may be clamming up because they feel defeated, or as a controlling contact.

### **5.2.2 Sara Kandathil, Career Services**

Sara asks who attended Tech Industry Days last week and asks for any related feedback. New workshops available; check the website for more details. There will be a speaker on how to make your application and interview standout.

Find out about these events on the BCITSA/careers page. RSVP through career track.

### **5.3 Set Representative Feedback Initiative Update**

Joseph reiterates the goal of this initiative. (Set Rep program summary)

**Q/C:** what feedback is being looked for?

**A:** it's an ongoing program to help communication between program heads and students. The questions supplied are a guide that is based on BCIT's traditional approach to program review.

**Q/C:** Should each set rep from a program meet with the program head?

**A:** yes. This will increase the quality of the feedback by provided more perspectives.

**Q/C:** didn't receive the feedback form for the program head/ set rep review.

**Q/C:** Whose perspective is being sought?

**A:** The student's perspective.

**Q/C:** will these be going on every year?

**A:** yes. The idea is that feedback given will be taken into account in the future. See Joseph for your QPR certificate.

**Q/C:** Are program heads aware of this feedback initiative.

**A:** yes, they are aware.

### **5.4 Set Representative Career Services Assessment**

For those of you, who have used Career Services, please provide feedback to help the SA improve these services.

### **5.5 Question and Comment Period**

none

### **5.6 Next Meeting**

Wednesday, March 18th 2015

Telus Theatre

2:30pm – 4:30pm