

Module 4

Center for Learning and Teaching

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1. Dealing with Conflict and Resolving Problems

In our previous Module (Module 3), we looked at how to avoid and resolve conflicts. We looked at how to deal with conflicts, complaints, and questions. We also looked at how to use body language, voice tone, cross-cultural tips and dos and don'ts when dealing with conflict.

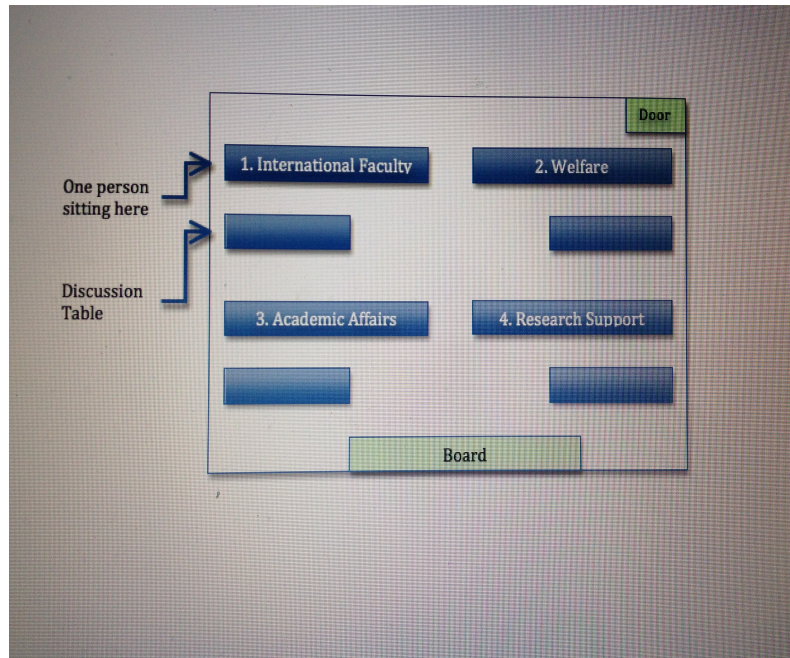
In this module, I would like to incorporate an element of practice into our class. Therefore, I will be asking you to participate in some role-play activities to simulate what might happen in your day-to-day dealings with International Faculty.

2. Dealing with Conflict and Resolving Problems Practice

For the purpose of this module I would like to physically divide the room into 4 distinct work practice areas. Below, please find the titles of the practice areas and a map outlining the room set up.

Work Practice Areas
1. International Faculty
2. Welfare
3. Academic Affairs
4. Research Support

Room Map:



At each work practice area there should be One Person sitting down. This person is responsible for this area.

Example:

One Person is responsible for **International Faculty** Queries.

One Person is responsible for **Welfare** Queries.

One Person is responsible for **Academic Affairs** Queries.

One Person is responsible for **Research Support** Queries.

Please see below a full list of responsibilities for each of the 4 work areas below. The highlighted responsibilities in yellow are the most common conflict areas between International Faculty and Staff. (From an online survey carried out over the summer of 2012)

International Faculty	Academic Affairs
<ul style="list-style-type: none"> 3.1 Appointments 44 3.2 Resignation, Termination and Prohibition on Dual Employment 52 3.3 Pay 54 3.4 Immigration 56 3.5 Bank Account 58 3.6 ID Card 59 3.7 Housing 60 3.8 Office 62 3.9 Repair of Educational and Research Equipment 64 3.10 Event Support and Rental of Audio-Visual Equipment 64 3.11 Application for Use of Campus Facilities 65 3.12 Parking 66 3.13 Certificate Issuance 67 3.14 Travel 68 3.15 Taxes and Year-End Tax Adjustments 70 3.16 Leaving Keimyung University 71 	<ul style="list-style-type: none"> 4.1 Teaching and Classes 74 4.2 Teaching Hours and Payment 79 4.3 Attendance and Grading Guidance 81 4.4 Student Registration 85 4.5 Student Withdrawal 87 4.6 Student Scholarships 88
Welfare	Research Support
<ul style="list-style-type: none"> 5.1 The Korea Teachers Pension 92 5.2 National Pension 94 5.3 National Health Insurance 96 5.4 The Korean Teachers Credit Union 98 5.5 Keimyung University's Group Insurance Scheme 98 5.6 Dongsan Medical Center Discounts 99 5.7 KORAIL Discount 100 5.8 Faculty/Staff Cafeteria and Lounge 100 5.9 On-Campus Facilities 	<ul style="list-style-type: none"> 6.1 Intellectual Property Rights and Technology Transfer 104 6.2 Associate Companies 104 6.3 Bisa Research Fund 105 6.4 Small-Scale Research Group Support 106 6.5 Research Mileage Support 107 6.6 Support for Outstanding Academic Articles 108 6.7 Proofreading Support for Academic Articles 109 6.8 Support for Publishing Articles in Journals 110 6.9 Support for Holding Academic Conferences 112 6.10 Distinguished Research Professors 114 6.11 Expense Support for National Research Project Competitions 115

3. Role Plays

The class will be divided up into International Faculty and Staff.

I would like the following rules adhered to during the role-plays.

1. Those who are simulating International Faculty.

- a. You want your complaint addressed and solved ASAP.
- b. You will be rude and impolite.
- c. You will show no understanding of the Korean Language.
- d. You will not leave until you are satisfied with the outcome of the meeting.
- e. You will use any psychological tactic you know to win.
- f. Your body language is aggressive in manner.
- g. Your voice tone is commanding.

2. Those who are simulating Staff.

- a. You must stick to university policy.
- b. You should use “*perhaps*”, “*maybe*”.
- c. You should use *could, would, may, might...*
- d. You should use *I'm afraid, I'm sorry*.
- e. You should use *Indirect Questions* instead of Direct Questions.
- f. You must not give false information.
- g. You should use diplomatic language like “*a little*”, “*a bit*”, “*not very +positive adjective*”
- h. You need to offer or find solutions to the problem.
- i. Your body language should be welcoming and understanding.
- j. Your voice tone should be calm and relaxed.

1. International Faculty

Below are some common questions International Faculty may or may have asked you regarding some of their concerns. Please use these questions during your role-play with Staff.

2. Staff

The questions found below will need to be addressed by you when meeting with International Faculty. Do you know the information needed to answer these questions and complaints? Please use your International Faculty Handbook 2012 to help you with your answers.

1. International Faculty

3.1 Appointments p44

- 1. Why can't I see my evaluation report from my Dean when my contract is up for renewal?
- 2. My contract finishes in August, it is June now, I finish school in 2 days, why haven't I been notified if I have a job or not next September? *(I don't want to be told on the last day, I don't have a job next year)*
- 3.

3.7 Housing p60

- 1. Nobody told me I had to pay a 500,000 won housing deposit before I signed my work contract, this is crazy; why wasn't I told before I came all the way over to Korea?
- 2. You mean I need to have 10,000,000 saved if I want to live off dorm? No one told me this, why can't the university support this deposit or at least have some sort of relationship with banks or estate agents to get cheap housing?

3. The 11pm curfew is really annoying, the guards are impolite, nosey and rude, and sometimes asleep, sometimes I have to climb over the gate to get to my own home...this is ridiculous.
4. When is the next fire drill and gas inspection?
5. I want to get rid of my TV in the room; I am buying a new one. Can I give you the old TV?
6.

3.15 Taxes and Year-End Tax Adjustments p70

1. 1,000,000 was taken off me this month (February), why did this happen? What is my tax rate and how is this worked out?
2. I have no idea how to fill in the end of year tax adjustment form, can you help me?
3.

2. Academic Affairs

4.2 Teaching Hours and Payment p79

1. Why was I not paid for my over-time this semester? This is my money; it should be in my bank account collecting interest rather than Keimyung's.
2. Why am I paying over 300,000 in pension every month?
3. What is long term care health insurance, why do I have to pay this?
4. I have to pay for my air conditioner in my office? Really?
5. I was told the overtime pay is 30,000 per hour, now its 16,000 per hour, this was not the original agreement.

6. I did over time classes but wasn't paid for them, apparently they are not credit hours, so I didn't get paid, I still do them every week...why am I not getting paid?
7. I was paid my housing money on the 12th last time, why not the 5th or 15th of the month, I thought these were the days we could only get money? Are there rules or are these days all random?
8. I want to be out of Korea longer, I don't want to come back to Korea 2 weeks before semester starts, this is not stated on my contract and I was never told this before I signed my contract.
9.

4.3 Attendance and Grading Guidance p81

1. Why do I have to be here for grade appeal, we do have the internet...
2. Is it okay if my assistant fills in the grades and attendance in the book, all the Korean professors do this...
3. I don't want to stick to the curve grading system, it is unfair, why do I have to?
4. Why are seniors allowed to leave school if they get a job, and still pass? This defeats our purpose as a university.
5.

4.4 Student Registration p85

1. I have no idea who has dropped out of my class. Surely, I should be notified by someone about this?
2. Why do I have a class of 35 when some Korean professors only allow 19 in their classes?
3.

3. Welfare

5.1 The Korea Teachers Pension p92

- 1. How is my pension calculated?
- 2. Where can I find out exactly how much I have paid into this pension and what exact monies I will receive when I retire?
- 3.

5.3 National Health Insurance p 96

- 1. What does this Health Insurance cover? I heard its different depending on your job position at Keimyung?
- 2. My wife is not working and we are about to/or have a child, are they covered? To what degree? How about her parents, are they covered?
- 3. Why is my insurance rate dependent on what I earned last year, not on what I am earning now?
- 4.

5.6 Dongsan Medical Centre Discounts p99

- 1. Where can I find a list of discount rates?
- 2.

4. Research Support

6.8 Support for Publishing Articles in Journals p110

- 1. I have received no help regarding publishing in Korea? I have been told to publish, but no one has helped me with contact numbers, information or anything regarding Korean Journals to publish in. Why is there no system to help International Faculty regarding publishing?

2. How many points is a published article, an essay in a book, a chapter, a book, a presentation?

3.

5. Other Questions

If you have other questions, complaints you wish to add (ones that maybe you have been asked or faced), please write them below:

1

2

3

4. Feedback

A. Please give some feedback on your meeting with the **Staff** at each Work Practice Area.

1. International Faculty

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Help					
Solutions					
Body Language					
				Total Score	/25
Positive Comment:					
Negative Comment:					
Suggestion:					

2. Welfare

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Help					
Solutions					
Body Language					
				Total Score	/25
Positive Comment:					
Negative Comment:					
Suggestion:					

3. Academic Affairs

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Help					
Solutions					
Body Language					
				Total Score	/25
Positive Comment:					
Negative Comment:					
Suggestion:					

5. Research Support

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Help					
Solutions					
Body Language					
				Total Score	/25
Positive Comment:					
Negative Comment:					
Suggestion:					

B. Please give some feedback on your meeting with the **International Faculty** at each Work Practice Area.

1. International Faculty

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Understanding					
Body Language					
				Total Score	/20
Positive Comment:					
Negative Comment:					
Suggestion:					

2. Welfare

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Understanding					
Body Language					
				Total Score	/20
Positive Comment:					
Negative Comment:					
Suggestion:					

3. Academic Affairs

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Understanding					
Body Language					
				Total Score	/20
Positive Comment:					
Negative Comment:					
Suggestion:					

4. Research Support

Name:	1 Point Very Poor	2 Points Poor	3 Points Okay	4 Points Good	5 Points Very Good
Language					
Attitude					
Understanding					
Body Language					
				Total Score	/20
Positive Comment:					
Negative Comment:					
Suggestion:					