10 Tips for Working with Administration

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We ask you to join us in creating a culture that reflects…

Access and Inclusion

and

Civility and Respect

…this week and in all aspects of our organization.
Intro questions

• **Who** is your administration?
• **What** is your relationship to this group?
• **When** are you called on by them?
• **Where** are there gaps in communication?
• **Why** is this relationship critical to your success?
Rain Forest Analogy
10 Tips

- Healthy leader relationship
- Know your audience
- Have 360 vision
- Bring the ember not the fire
- Time is precious
- Be strategic
- Show the whole forest
- Understand the forest creatures
- Show up as the SME (subject matter expert)
- Be aware of influences in the ecosystem
Healthy Leader Relationship

• Key Questions
  • What do they know about this work?
  • What influences their view of the field?
  • What is their leadership style?
  • How do they influence up?

• Key Strategies:
  • Build trust: you are an extension of them to their peers and leaders
  • Make their job easier: you are one of their many priorities
Know your Audience

• Key Questions
  • What are their priorities?
  • How does the leader best process information?
  • Where do they live in the organizational chart?

• Key Strategies:
  • Have a consistent framework: Background, Situation, Assessment, Recommendations
  • Learn their language: know the elements they need to frame the work: peer benchmarking, research, workforce connections, etc.
Have 360 Vision

• Key Questions
  • What are they not going to like about this?
  • What are other priorities right now for your leader?
  • What are other priorities for your leader’s leader?
  • Have you thought about all the angles or impacts?
  • Are consults with peers needed ahead of time?

• Key Strategies
  • Recognize resources are limited
  • Bring solutions, not problems
  • Have multiple solutions ready
Bring the Ember not the Forest Fire

• Key Questions
  • How to keep a regular flow of information going up?
  • How can you work to avoid surprises?
  • Do you know when to push the gas and pump the brakes?

• Key Strategies:
  • Be flexible to adjust messages based on leaders priorities
  • FYI’s are important to raise even if at yet an ember: Know the areas in your work that may scale/burn quicker than others
Time is Precious

• Key Questions:
  • How often do you meet with your leader?
  • Do you set the agenda or do they?
  • Is your leader often juggling meetings and numerous topics?

• Key Strategies:
  • Know your timeframe and have back up documents
  • Be clear with information and ensure the highlights are covered
  • Know if your leaders assistants/Chief of Staff preps them ahead of time
Be Strategic

• Key Questions
  • Who has the final say in this? What do they need to know? Who will request it?
  • What do you expect the person to do with the information you’re giving them?
  • What is your leverage?

• Key Strategies
  • Ask good questions. “What do you think?” and “do you have feedback?” are NOT good questions
  • Know your call to action. If there isn’t one, why are you talking about this?
Show the whole forest

• Key Questions:
  • What does the data say?
  • How far does this issue reach?

• Key Strategies:
  • Do your homework
  • Use data to tell your story
  • Connect to larger issues
Understand all the Forest Creatures, including the Wild Porcupines

• Key Questions:
  • Do you have multiple peers reporting to the same leader?
  • How large is your division?
  • Are their units seeking resources similar to you?
  • Is there a specific issue taking up the leaders focus/priorities?

• Key Strategies:
  • Understand the institutional culture and priorities, strategic or emergent, that they are juggling
  • Lead with a team centered mindset to support the work of DS and the students served
Show up as the SME (Subject Matter Expert)

• Key questions:
  • Do I feel confident in my understanding of this?
  • What questions do I anticipate?

• Key Strategies:
  • Don’t be afraid of questions
  • Know when to close the conversation
  • Avoid jargon

Remember: the administrator’s role is to hold the broader spectrum of information, with a focus more on breadth vs depth
Be Aware of Influences in the Eco-System

- Key Questions:
  - Is there any institutional trauma or experience guiding, framing, or controlling your work?
  - Is there a past person or scenario impacting the work?
  - Where does your institution fall on the scale of including disability in diversity and inclusion work?
  - How active is the disability community on campus?

- Key Strategies:
  - Understand history of disability focused work at the institution, or lack there of
Questions?

What did we miss?
Session Evaluation

• Your feedback helps shape future programming.

• Thank you for attending!