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Communicating Effectively as a Leader in Research Administration

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Session Objectives

1. Identify the essential communication skills for leaders in research administration
2. Generate a list of best practices and strategies for effectively communicating with the research administration workforce

The Costs of Poor Communication

- Poor communication can cost businesses significantly (up to \$64.2 million annually).
- Lack of team cohesion and performance



Great Leaders and Communication

- Who are some great leaders and why?
- How did their communication play into their success?



Why Communication Matters

**Inspires
stakeholders**

**Unites teams for
cohesiveness**

**Aids in
recruitment and
retention of
talent**

**Yields better
performance**

Two-Way vs. One-Way Communication

Two-Way Communication

- Encourages feedback and discussion
- Builds trust and understanding

One-Way Communication

- Necessary for delivering directives
- Must be framed clearly to ensure acceptance

Characteristics of Effective Communication

Active listening

**Personalizing
communication to
team members**

**Conciseness and
clarity**

Relatability

Transparency

Consistency

Barriers to Effective Communication

Distractions

- Emotional responses
- Preconceptions

Solutions

- Focus
- Objectivity
- Open-mindedness
- Articulation



Practical Tools for Effective Communication

01

Use
storytelling to
illustrate
points

02

Maintain eye
contact and
open body
language

03

Prioritize
information
to convey key
messages

04

Create a safe
environment
for discussion

Communication Styles in Leadership

Listening

Engage actively with team members

Coaching

Develop skills through guidance

Directing

Provide clear instructions

Supporting

Offer empathy and emotional intelligence

Leadership Communication Skills

Six Key Skills

- Written
- Verbal
- Presentation
- Non-verbal
- Cross-cultural
- Listening

Essential Characteristics

- Brevity
- Clarity
- Simplicity
- Authority
- Relevance
- Credibility

Leadership Communication Best Practices



Simplify your message



Understand your audience



Align actions with words for credibility



Seek responses to foster engagement

Effective Feedback

- Specific and constructive
- Empowers, rather than damages
- Establishes a feedback-rich culture

Principles of Giving Effective Feedback

1

Be specific about the situation and behavior

2

Acknowledge the impact of behavior

3

Focus on the behavior, not the person

4

Use body language and timely delivery

Building a Feedback Relationship



Create trust and leverage strengths



Aim for a 4:1 positive to negative feedback ratio



Encourage open communication to avoid defensiveness

Developing Your Communication Skills

- Foster a learning mindset
- Emphasize active listening and empathy
- Seek regular feedback to improve communication

Summary

- Effective communication is essential for leadership success.
- Foster trust, collaboration, and a shared vision within teams
- Encourage leaders to be intentional in their communication efforts

Sources

1. *BetterUp*
2. *Forbes*
3. *Harvard Business Review*
4. *Indeed*

Thank you

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