

THEM vs.US

Building A Bridge from
Central Administration to the Department



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 - Department Research Administrator
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DEPARTMENTAL ADMINISTRATION



Bridging the Gap

(Central Administration ~ Principle Investigator)

- Foster Relationships
- Customer Service
- Communication



Foster Relationships

- “Don’t Sweat the Small Stuff”
 - ✓ Civility
 - ✓ Respect
 - ✓ Compromise
- Who are the players?
 - ✓ Faculty
 - ✓ Department Research Administrators
 - ✓ Central Administration



Customer Service

Scenario 1: You have a very upset faculty member on the phone. What do you do?

- A. Hang-up. It doesn't pay to take abuse from anyone.
- B. Listen to the faculty member and rephrase what you gather he is feeling.
- C. Explain to the faculty member that he is being unfair, that you are only trying to do your job, and you would appreciate it if he wouldn't get in the way of this.
- D. Tell the faculty member you understand how frustrating this must be for him, and offer a specific thing you can do to help him get his problem resolved.



Customer Service

Scenario 2: A discussion between you and your grants officer has escalated into a heated conversation. You are both upset and in the heat of the moment, start making personal attacks which neither of you really mean. What is the best thing to do?

- A. Agree to take a 20-minute break before continuing the discussion.
- B. Go silent, regardless of what your colleague says.
- C. Say you are sorry and ask your colleague to apologize too.
- D. Stop for a moment, collect your thoughts, then restate your side of the case as precisely as possible.



Communication

- Email
 - ✓ Respond to inquiries
 - ✓ Provide answers



- Phone Call
 - ✓ Answer the phone
 - ✓ Return calls



- Meeting
 - ✓ Face time
 - ✓ Standing meetings



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CENTRAL ADMINISTRATION



Walking the Tightrope

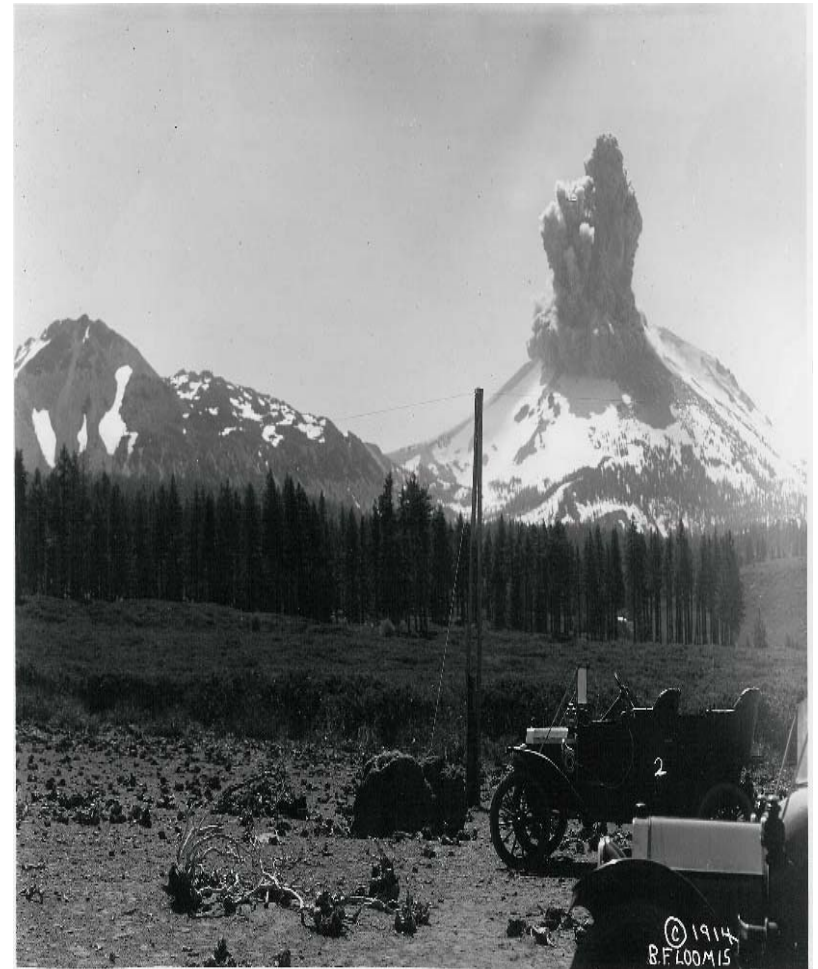
(Department Research Administrator ~ Principle Investigator)

- Pressure Points
- Resolve Conflict
- Create a Team



Pressure Points

- Sponsor Deadlines
- University Priorities
- Department Needs
- PI Expectations



Resolve Conflict

- Explanation/interpretation
 - ✓ Why was this decision made?
- Interpersonal
 - ✓ Who are the personalities involved?
- Resolution
 - ✓ How can we get to a resolution?



Create A Team

- Joint goals
 - ✓ Successful research projects, from submission through final report
- Succeed together
 - ✓ Communication
 - ✓ Shared Responsibilities



SELF-AWARENESS



Self-Awareness

“If you understand your own feelings you get a really great handle on how you’re going to interact and perform with others....

So one of the first starting points is, ‘what’s going on inside of me?’”

Chuck Wolfe



Self-Awareness

1. Think before acting
2. Have the ability to pause, reflect, and learn from mistakes and challenges
3. Redirect or control disruptive moods and impulses





Thank you!

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