



DEFINING
THE VISION
FOR THE NEXT
100 YEARS

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WASHINGTON STATE CONVENTION CENTER

Law Registrar & University Records: Unlikely Bedfellows

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Session ID 209

Session Rules of Etiquette

- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session

Thank you for your cooperation!

Introduction

- Why are you here today?

Working well with others: Common Problems

- Personality Conflict (YOUR personality!)
- Territorial Issues
- Resistance to Change
- Poor Work Ethic
- Failure to Communicate
- Others

Personality Conflict

- Take the time to learn more about personality types and try to understand communication style.
- Take the time to get to know the individual a little better.

Territorial Issues

- Clear up misunderstanding
- Language (spoken and body)
- Develop rapport; take walls down.

Resistance to Change

- Making “change” non-threatening can be a challenge.
- Building a better relationship and rapport will help.

Failure to Communicate

- Building a better relationship.
- Don't forget that it's important for me to better understand THEIR point of view!

Poor Work Ethic

- Ideas from the audience!

Solutions that relieve multiple problems:

- Better Communication
- Rapport
- Be professional; don't take things personally.
- Stakeholder Status (me too!)

How do you make someone a stakeholder?

- Be nice
- Appreciate – Show it! We all know how good it feels to be thanked or appreciated.
- Donuts, Candy – you get the idea!
- Be Sincere (We all have an “insinceretey radar”!
- Think before you speak.
- Tell them they are important to your organization.
- Other ideas?



Scenario:

Broadening your view and helping others get to know you!

- Introduce yourself!
- Attend torture sessions, *I mean meetings!*, even if the content might not directly affect you.
- Reach out and thank those who help you (*don't forget those behind the scenes!*).
- Treat colleagues with respect.
- Volunteer for committees/organizations outside your department.

Words of Experience

- Get involved in school governance; broaden your view.
- Development partnerships
- Be creative; be a problem solver
- Understand how what you do affects others
- Collaborate
- Help others be successful

- **Headline: “Honesty, humility linked to better job performance.”**
- **“Kindness costs nothing, but pays big dividends.”** Unknown
- **If we identify positive intent in others, we can apply communication strategies and self adjust our own attitude in order to “bring out the best in people at their worst,”** Article by Jerry Vance and Lisa Leonard in AACRAO’s College and University
- **Winning, Duh!** Charlie Sheen

- Remember, you are an ambassador for your institution, no matter who you are talking to!

Summary of Ideas:

- Communication, rapport, relationships are key
- Remember to appreciate!
- Create stakeholders. Make yourself a stakeholder for others.
- Develop partnerships and broaden your view.

Questions, Comments and Ideas!

HAVE A GREAT TIME IN SEATTLE!!

Thank You!

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