

# Inheriting & Changing a Student Staff Team Culture

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# Overview

- Learning Outcomes
- ***What?*** Inheriting a Student Staff Team Culture
- ***So What?*** Application of Strategies
- ***Now What?*** Developing Your Personal Strategies to Manage & Lead Through Changing an Inherited Team
- Closing/Q&A

# Learning Outcomes

As a result of participating in this educational session, participants will:

- Articulate 2 pitfalls to avoid when one inherits a new team (a team selected by one's predecessor).
- Identify 2 strategies to managing an inherited student staff team.
- Describe their personal approach to leading through change to build a new culture within an inherited student staff team.



# NODA Core Competencies

## Organization and Leadership

OTR practitioners must be cognizant of OTR's organizational placement within the institutional structure and provide effective leadership for the success of programs dedicated to the orientation, transition, and retention of students. OTR practitioners must be intentional about their own professional development as well as the professional development and leadership of those under their supervision.

# Inheriting a Student Staff Team

## Strategies for Managing an Inherited Staff (Helfrich, 2011)

- ✓ Learn the culture of the organization & your new staff.
- ✓ Set expectations as soon as possible.
- ✓ Get to know your staff members on a deeper level.
- ✓ Set the standard & be the team's role model.
- ✓ Deal with troublemaking staff members quickly.
- ✓ Gain allies.

# Inheriting a Student Staff Team

## Strategies for Managing an Inherited Staff (Helfrich, 2011)

- ✓ Develop an environment based on civility, respect, & teamwork.
- ✓ Do not repeat the missteps from the predecessor.
- ✓ Truly listen.
- ✓ Create excitement based on goals, work productivity, outcomes, & teamwork.

# Inheriting a Student Staff Team

1. Audit the team, people, & position descriptions.
2. Identify your vision for moving forward.
3. Recognize & engage talented team members to create allies.
4. Intentionally build a high-performing team.
5. Gauge what success will look like.
6. Scan hard data & outcomes.



# Inheriting a Student Staff Team





# Inheriting a Student Staff Team



- Trying to be a friend, rather than a leader
- Express frustration with the quality of team
- Attempt to force trust & candor too quickly

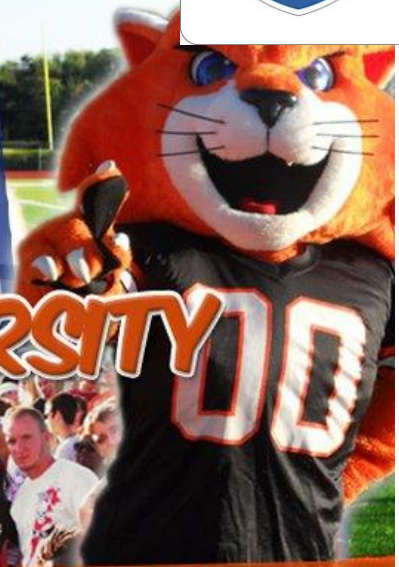
# Application of Strategies



# Application of Strategies

Orientation Leader

Where Are  
You  
Going?



Can't wait to see you at Summer Orientation & Enrollment!





# Application of Strategies





# Application of Strategies



# Application of Strategies





# Application of Strategies



# Application of Strategies





# Application of Strategies



# Application of Strategies





# Application of Strategies



# Application of Strategies



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**SOAR & Welcome Week**

# Leading Through Change







# NODA Core Competencies

## Organization and Leadership

### Basic

- Serve as an advisor, guide, and mentor to student groups and individuals including new students and student leaders
- Exercise effective practices related to recruitment and hiring, including individual and group interviewing
- Model effective practices in supervising and developing undergraduate staff, including providing a comprehensive training program, opportunity for team development and individualized and team feedback
- Outline personal and professional expectations for staff behavior, growth and learning
- Guide peer-leaders in ethical standards and inclusive, appropriate professional practices
- Develop appropriate networking skills and actively seek out professional development opportunities
- Identify and acknowledge one's own strengths, weaknesses, limitations and working style
- Describe the philosophical approach to 'service' as it relates to an educational setting
- Demonstrate an ability to mediate and move individuals and teams toward conflict resolution

### Intermediate

- Effectively employ conflict management skills, including mediation, collaboration and group facilitation
- Pursue constructive and beneficial professional and personal development opportunities for self and others
- Participate in the recruitment, hiring, and supervision of undergraduate, graduate (assistants, interns, and practicums), support, and other professional staff
- Articulate the mission and goals for OTR programs to campus constituents and participants
- Serve as a mentor for new professionals and students
- Guide/coach new professionals in understanding of the functional and organizational structure and support in scenarios of change
- Develop coping strategies that can aid in navigating through unit and institutional change
- Guide colleagues and staff in ethical standards and inclusive, appropriate professional practices

# Developing Your Personal Strategies



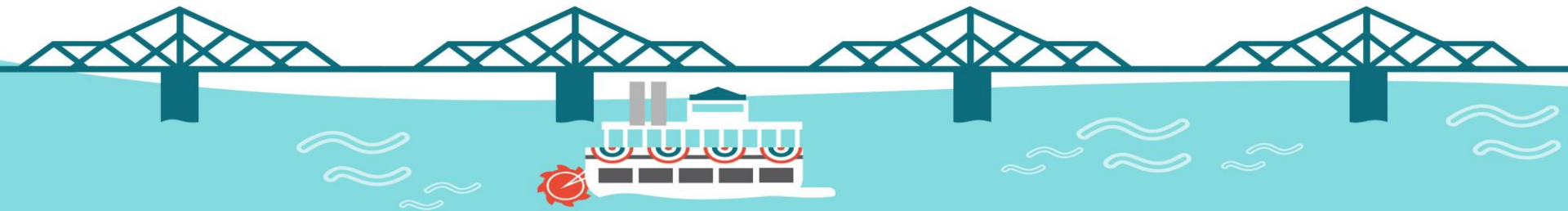
# Inheriting & Changing a Student Staff Team Culture

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this presentation.**



***Thank you!***

Evals can be dropped off next  
to the registration desk.

