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## Competence

* Credentials (academic, experience)
* Design integrity
* Quality – Set high standards. Say NO to mediocrity
* Continuous learning
* Doing your homework
* Earning your stripes

## Credibility

* Trustworthiness
* Respectful of others
* Empower others
* Willingness to do what it takes
* Work Ethic
* Earning the right to be heard
* Seek shared understanding
* Use failures as an opportunity to learn

## Confidence

* Balanced with humility
* Expect God to show up and answer prayer
* Courage – balancing fear/risk
* Picking your battles
* Judiciously responding to the question “What do you think?”
* If you’ve done your homework, trust your instincts

## Connector

* Find ways to connect
* Use inclusive language – “We” “our”
* Build your allies - know your social network
* Reciprocity – give expecting nothing in return
* Give more than you take
* Never burn a bridge

## Communication

* Listen more than you talk
* Get the other person talking
* Intentional
* Planned
* Ongoing
* Transparent

## Care

* Self – spiritual disciplines, intellectual, physical
* Others – See the world through their eyes
* Appreciate various worldviews, learning styles, communication preferences
* Celebrate successes



* Be realistic about the current situation
* Clarify what actions you need to take
* Orient your team to the purpose, objectives - create a shared vision for what needs to occur and why
* Formulate an effective strategy/plan.
* Purpose/Goals/Objectives
* Task analysis – what steps need to be taken consider also things like training, logistics, marketing
  + Resource Estimates
    - People, skills, equipment
    - # of hours
    - $
  + Potential Risks/Problems
  + Impacts – people, processes, culture, $
  + Key interfaces
  + Benefits
  + Schedule – timeline to complete
  + Assumptions
* Understand and plan for the human responses to change
* Plan communication

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| **Task Analysis** | | | | | |
| **Project/Event**  **Purpose** |  | | | | |
| **Task Description** | | **Objectives** | **Time Estimate** | **Personnel/Equipment** | **$** |
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| **Assumptions** |  | | | | |

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| **Communication Plan** | | | | |
| **Stakeholder** | **Questions? Information Needs** | **Method of Communication** | **Frequency** | **Responsibility** |
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