

# Where is **THIS** in the manual???

Effective Team/Administrative Skills

Dr. David Rosch  
University of Illinois – Human and Community Development

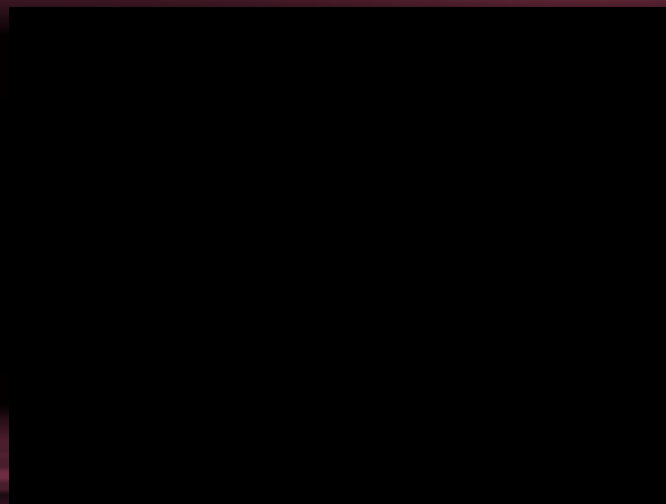
## AGENDA

- Introductions
- What is emotional intelligence?
- Conflict management styles
- Negotiation skills
- Case(s)
- Q & A

## About Me

- Dave Rosch
- Assistant Professor – Human and Community Development (Agricultural Education)
- Teach leadership theory and development courses
- Research emphasis – educational pedagogy and leadership development

**Know anyone like this?**



## Off the Sidelines

- 1) Find a partner
- 2) Choose a “Tapper” and “Listener”
- 3) Tapper – choose a song for Listener
- 4) Listener – hold out your palm
- 5) 1 minute to tap!

## Why is this important?

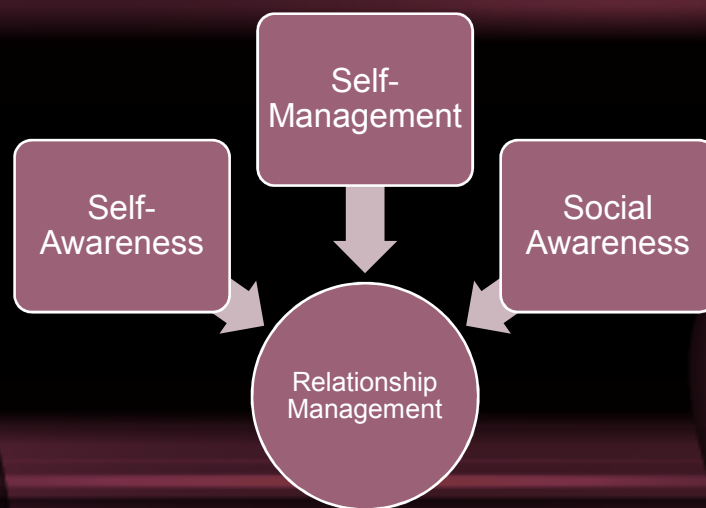
- Most breakdowns in teams are due to “lack of communication.” (Well, duh.)
- Most lack of communication, however, emerges as a result of:
  - Fundamental misunderstandings between people poorly trying to say what they mean
  - Inability to communicate authentically under pressure (“Crucial conversations”)
  - Lack of impulse control

## Emotional Intelligence

“The capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.”

- Daniel Goleman

## Four Areas of EI



## Why is EI important?

- **Self-awareness**
  - The key to EVERY COMMUNICATION is first understanding what you want to get across to the other person
- **Self-management**
  - Being conscious of your reactions helps you manage them and use them to inform your words/actions
- **Social awareness**
  - Are you really trying to understand the other person (or thinking instead of your next point)?
- **Relationship management**
  - The natural product of your capacity to know and manage yourself while being conscious of the needs of others

## Conflict Management Styles

- 1) **Avoid** (It will go away if I do nothing)
- 2) **Accommodate** (It will go away if I give in)
- 3) **Compete** (It will go away if I win)
- 4) **Compromise** (It will go away if we both give to get)
- 5) **Collaborate** (It will go away if we can both win)

*Which takes the most effort, time, and trust?*

## **Myths of Conflict Management**

- 1) Some people are OK with it, but not me
- 2) Ignoring conflict is a bad idea
- 3) “Diving in” will help get at the root of it, and therefore end it quicker

## **Keys to Negotiation**

- 1) Know what you want!
- 2) Know what you want!
- 3) Know what you want!

## Keys to Negotiation

- Spend as much energy as possible trying to understand
  - Why are they bringing this up? Why now?
  - Are they after something else?
  - What sort of pressure are they under?
  - What would “solve” the issue for them?
- Get to the balcony
  - How does our interaction look?
  - Am I managing myself well?
  - Am I keeping in mind what I really want?
  - Am I utilizing my preferred conflict style?

## A case

*You are partnered with a much more senior colleague teaching different sections of the same class. Before a weeklong break, she said to you, “Because you need it more than I do, why don’t you plan the structure of the class curriculum for the next few months during break? God knows I had to do it when I was new. Just let me know what you come up with.”*

## Another case

*Your principal has decided to implement a “Student Learning Time” data collection process that measures to the minute the time each student spends at their desk. This policy will require you to log the amount of time each of your 34 students in each class arrives late, spends in the bathroom, etc. You know this will be detrimental to your teaching style and add other administrative burdens to your already heavy load.*

**Dr. David Rosch**

University of Illinois  
dmrosch@illinois.edu