

# I'm In Charge, Now What?!

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# Congratulations, you've been elected as a station leader!

- You're feeling proud!
- You're excited!!
- You've gotten the position you dreamed of!!!
- You've got great ideas!!!!
- And you're probably a little scared and a bit uncertain on how to best manage your job

# Some Reassurance

- “*You know more than you think you know*” – Dr. Benjamin Spock
- “*Always make new mistakes*” – Ester Dyson

# Getting Started

- First, celebrate a little!
- Next, learn your role.
  - Is there a job description for your position?
  - Don't be afraid to ask questions!
  - What are the general expectations for you job?
  - Job descriptions for other positions
  - What's your policy?

# Getting Started

Take stock and evaluate...

- The state of your department
- What needs to be revised or fixed
- Are there unresolved problems from last term?
- What needs to be accomplished
- What organizational structure will best fit your management style and the department's goals
- What kinds of assistants will you need to succeed
  - If you don't need them, don't take them!

# Setting Goals

Why set goals?

- Goals give you and your team shared direction
- Goals help you avoid chaos
- Goals help you stay on task
- Goals help communicate what your station/department wishes to accomplish
- Goals help motivate others
- Goals let you evaluate progress

# Setting Goals

How do you set goals?

- Review what you learned when you evaluated your department/station
- Brainstorm with fellow managers, those you supervise, and your supervisor
- Create a list of what you want to work on and accomplish
- Get feedback on your list
- Prioritize the list and create your goals
- Aim high, but be realistic

# Turning Goals Into Action

It is easier to accomplish your goals if you create an action plan.

It's a cliché, but it's true – *No one plans to fail, they fail to plan.*

# Turning Goals Into Action

Developing an Action Plan:

- PLAN AHEAD!
- Define the task - what is to be done?
- How will it be accomplished?
- Who is responsible for completing the task?
- What is the deadline?
- How will you know when the plan is accomplished?
- Do you need to measure your results? If so, how?

# Running Effective Meetings

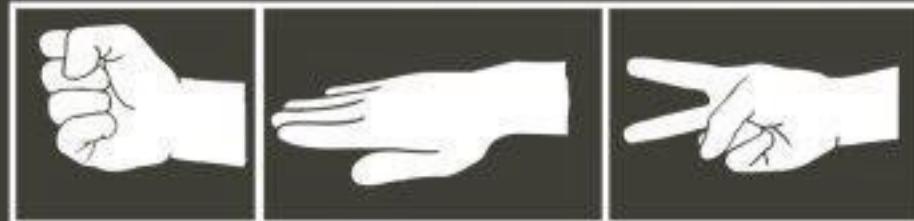


# Running Effective Meetings

- A written agenda is **a must**
- First, is this meeting necessary?
- Define the purpose of the meeting
- Did we mention a written agenda is **a must?**
- Start on time
- Encourage group discussion to get all points of view; it leads to better decisions
- Keep discussion relevant to the agenda
- Move the meeting along at a reasonable pace
- End on time

# Managing Conflict

Let's settle this  
like adults.



# Conflict Is Inevitable

- Conflict isn't a bad thing, but avoiding conflict is
- Conflict is not a sign of failure
- Conflict can be scary
- Conflict is good because it...
  - Helps identify problems
  - Raises questions
  - Spurs new thinking and new perspectives
  - Creates better solutions
  - Can build better relationships
- Conflict can be resolved

# Managing Conflict

- Acknowledge that the conflict exists
- Encourage constructive conversations
- Remember -- people don't need to get their way as much as they need to be heard and understood
- Determine the nature of the conflict
- Focus on solving the problem(s) that caused the conflict, not on who is at fault
- Avoid personal attacks
- Let questions be asked; listen carefully to the answers
- Agree upon solutions and follow through
- Sometimes it takes more than one try to resolve a conflict

# Managing Conflict

- Stop panicking!
  - Don't waste your time dwelling on the fact that went wrong
  - Spend your time figuring out how it can be solved
- Prevent problems from arising
  - With every thing you do, always ask “what are the possible consequences/outcomes of this”

# When Things Go Astray

- Resist the temptation to “Should” all over everyone
- “You should have done this”
- “You should have done that”

# “I” Messages

- To modify behavior, try practicing “I” messages
- “I “ messages allow you to be assertive without putting the other person on the defensive because you put it in terms of yourself.
- Developed by child Psychologists

# Constructing an “I” Message

- Describe how you feel about the behavior
  - “I feel really anxious when I have to post on the website late..”
- Describe the behavior
  - “Because I didn’t get the information that I need in time..”
- Give a concrete description of the effect of the behavior on you
  - “I think it makes me (or the station)look unorganized and unprofessional”
- State the desired behavior
  - “I need you to get information to me earlier”

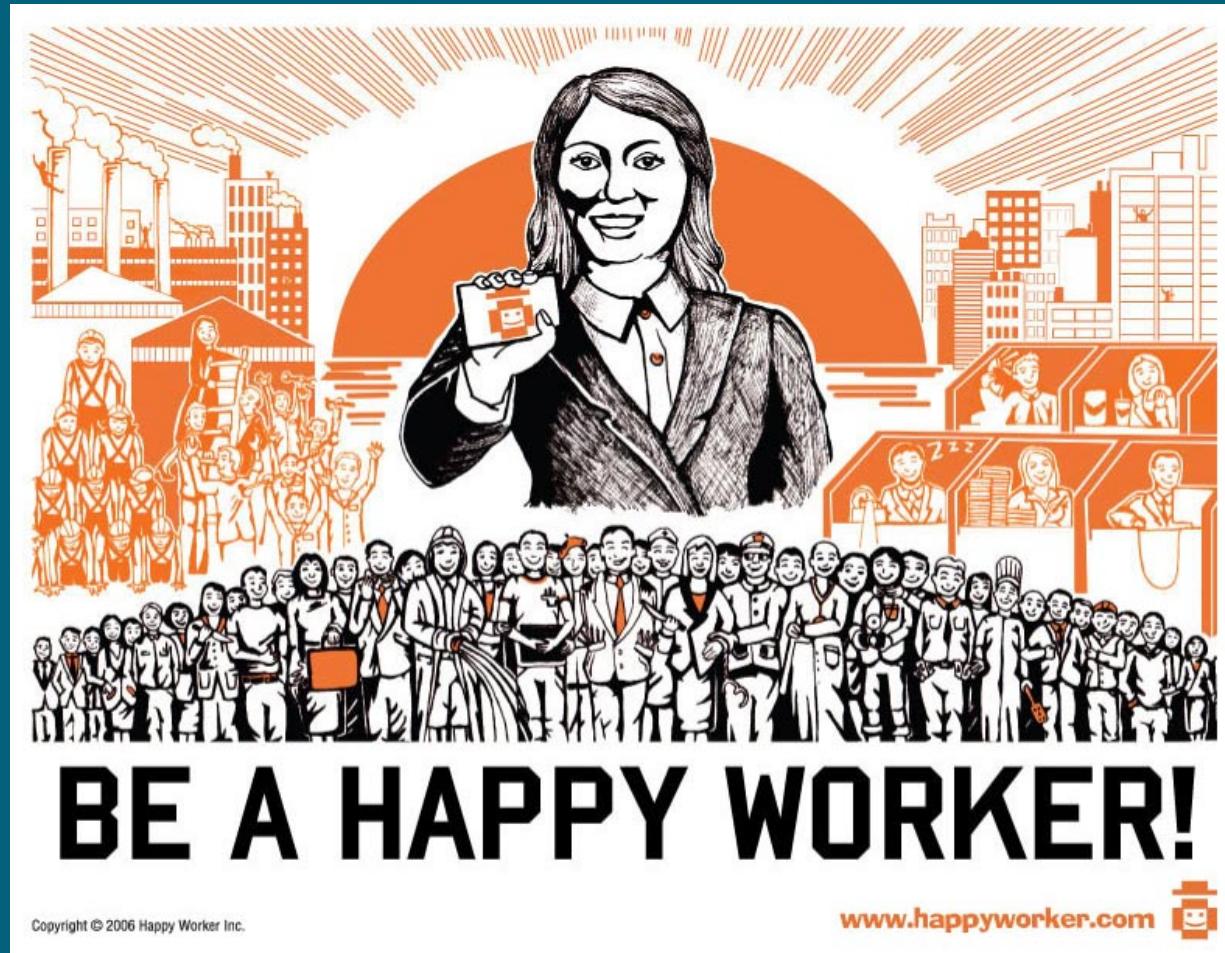
# Even in Personal Relationships

- I find it irritating (how you feel)
- When our plans get cancelled at the last minute. (description of offending behavior)
- It's usually too late to make other plans.. (concrete effect on you)
- ...and I really would like you to let me know in advance when you think our plans are not going to work out. (the behavior you would prefer)

# Is this you?



# Then Delegate!!



# Why Delegate?

- You can't do it all
- It's a balancing act
- Delegation is an essential management tool
- More gets accomplished
- It allows your team to become more involved and committed to you and the station
- It develops leadership skills in others
- Helps you avoid burnout

# Time Management Tips

- Delegate!
- Learn to say no!
- Take the time to plan
- Prioritize
- “To do lists” aren’t silly
- Set Deadlines and stick to them
  - Keep a calendar so you don’t forget them
- If it doesn’t need to be done, don’t do it
- You’re a TEAM. Work together!

# Time Management Tips



# Other Tips

- Don't hire your friends or your roommate  
If you do, set clear expectations
- Build relationships with campus administrators and faculty
- Plan some down time
- Utilizing resources

# Be Professionals First, Friends Second

- If you are a student running a student organization, it's inevitable – you're going to be in charge of your friends!
- Establish a level of professionalism among friends
- Be casual, yet professional when the time calls

