

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

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!!



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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
- 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

**Erin has a different view*



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