



**Eastern University
Student Leadership Training
Success as a Club and
Organization Leader**

Dave Kelly | America's Student Leadership TrainerSM

Working with Student Government

1. Student governments (SGA) are the organizations on college campuses that _____ students, serve as their voice, and exists to enhance the educational experience for everyone that attends their college or university.
2. SGA is not something to be _____ by, but to be _____ in.
3. SGA is the first line of _____ against proposals and items that students would not want, and also the first line of _____ for things that they do.

Eastern University Policies on Clubs and Organizations

<https://www.eastern.edu/sites/default/files/inline-files/clubsandorg.pdf>

Sources of Conflict (write down sources of conflict in professional settings, organizations, relationships, class, work, etc)

Listening

1. Listening is not _____ for your turn to _____.
2. What people _____ is important to them and needs to be important to you.
3. Improve your listening _____ by focusing on what you are _____ and being interested in what they are _____.

Civil Discourse

1. Requires _____ of the other participants.
2. Does not diminish the other’s _____ worth nor questions their good _____.
3. Avoids _____, direct _____, or excessive _____.
4. Requires _____ and an appreciation of the other participant’s _____.
5. **Bonus** (one of Dave’s): Keep _____ in check and _____!

Modes of Managing Conflict

1. _____ = _____
 This style is characterized by low assertiveness of one’s own interests and low cooperation with the other party. This is the “hiding the head in the sand” response. Although avoidance can provide some short-term stress reduction from the rigors of conflict, it does not really change the situation. Thus, its effectiveness is often limited. Avoidance does, however, have its place if the issue is trivial, people need to cool down, or the opponent is very powerful and hostile.
2. _____ = _____
 Cooperating with the other party’s wishes while not asserting one’s own interests. If people see accommodation as a sign of weakness, it does not bode well for future interactions. However, it can be an effective reaction when you are wrong, the issue is more important to the other party, or you want to build goodwill.
3. _____ = _____
 This style tends to maximize assertiveness for your own position and minimize cooperative responses. In doing so, you tend to frame the conflict in strict win-lose terms. Full priority is given to your own goals, facts, or procedures. The competing style holds promise when you have a lot of power, you are sure of your facts, the situation is truly win-lose, or you will not have to interact with the other party in the future.
4. _____ = _____
 This style combines intermediate levels of assertiveness and cooperation. Thus, it is itself a compromise between pure competition and pure accommodation. Compromise places a premium on determining rules of exchange between the two parties. Also, compromise does not always result in the most creative response to conflict. Compromise is not so useful for resolving conflicts that stem from power to asymmetry, because the weaker party may have little to offer the stronger party. However, it is a sensible reaction to conflict stemming from scarce resources.

5. _____ = _____
 Both assertiveness and cooperation are maximized with the hope that integrative agreement will occur that fully satisfies the interests of both parties. Emphasis is put on a win-win resolution in which there is no assumption that someone must lose something. Rather it is assumed that the solution to the conflict can leave both parties in a better condition. Ideally, collaboration occurs as a kind of problem-solving exercise. It probably works best when the conflict is not intense and when each party has information that is useful to the other.

Prepared by Dr. Jenny Hughes, Agnes Scott College, Decatur, GA

Secrets of Motivation and Delegating Authority

Personal Survey: (True or False)

	T	F
1. I cannot trust others to be responsible	<input type="radio"/>	<input type="radio"/>
2. I am afraid of losing control and results	<input type="radio"/>	<input type="radio"/>
3. The person at the top has all the answers	<input type="radio"/>	<input type="radio"/>
4. It is easier and faster to just do it yourself	<input type="radio"/>	<input type="radio"/>
5. Delegation diminishes your prestige and authority	<input type="radio"/>	<input type="radio"/>
6. I don't want to be left out of recognition for success	<input type="radio"/>	<input type="radio"/>
7. Other people are just too busy to take responsibilities	<input type="radio"/>	<input type="radio"/>
8. No one sees the big picture like I do	<input type="radio"/>	<input type="radio"/>

Delegation and Leadership

1. _____ is the process of getting things done through _____.
2. This requires leaders to have skills in _____.
 a. These skills include:
 - i. The ability to _____.
 - ii. A need to _____.
 - iii. The provision of continuous _____.
 - iv. Effective _____ techniques and tactics.
 - v. A clear and defined _____.
3. When delegating, you have to be willing to _____ and let _____ do their _____.

Tips to Motivating Others

1. Identify the _____ and what you are trying to _____.
2. Determine _____ you want to motivate.
3. Find that person's _____. *Write down 4-5 of yours on an index card or sheet of paper.*
4. _____ the person for _____ you want:
Never fear _____!

Delegating _____ ! = _____ !!

1. I cannot trust others to be responsible: How can they _____ you?
2. You will lose control: Let others _____ you.
3. The person at the top has all the answers: Ask for _____ from others.
4. It is easier and faster to just do it yourself: But, will it be _____.
5. Delegation diminishes your prestige: It will _____ it!
6. Others will receive recognition: As the leader, _____ will, too.
7. Delegation is impossible, everyone's too busy: People can make for _____ anything they want to.
8. No one sees the big picture like you do: Share your _____.

Keys to Motivation

1. Make sure the job is clearly _____.
2. Expectations must be _____ and within an established _____ - _____.
3. Ensure that the person has the _____ and _____ to do the job.
4. See to it that the person is _____ to accomplish the task.
5. Provide adequate and on-going _____.
6. Give _____ that are clear and meet the needs of the person.
7. Make sure _____ to do the job are available.
8. The _____ must be satisfying to do.

Transitions

1. Writing effective _____ is of value to every organization. They should include:
 - a. Time the meeting began and ended.
 - b. Summary of events during the meeting.
 - c. Exact detail of actions taken, including motions.
 - d. Who was in attendance at the meeting.
 - e. Future plans, programs, and activities.
2. Create a _____, using tabbed dividers.
 - a. _____.
 - b. Sample _____.
 - c. Sample _____.
 - d. _____ of the year's activities.
 - e. Who to _____.
3. Meet with your _____. Give them the ins and outs, the good and the bad, goals accomplished and what is still left to do. And get their _____ info! [Email, phone, social media, etc.]
4. Give a copy of all materials to the _____. When I was Circle K District Administrator, we found that 20-25% of the new officers elected in the spring either didn't _____ in the fall or just fell of the _____. Those resources and materials may be lost in those cases.
5. Be focused and _____ with your transition and you will ensure the continued _____ of your club or organization. ***This is your legacy!***

Planning Your Leadership Transition

1. Determine if you are going to do it _____ or _____. If in-person, where are you going to hold it?
2. Review the roles and responsibilities of each _____.
3. Do a _____ session for the organization, the executive board, and each position.

- 4. Have _____ to allow people to interact and get to know each other. Gently nudge them from their comfort zone.
- 5. Pass on _____, _____, _____, _____, etc.
- 6. Have strong _____ but make the learning _____!

What Do I Value?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

Dave’s Five Concepts

- 1. If you have a conflict with someone and you do not take it _____ that _____, then it can’t be _____.
- 2. Deal with conflict _____-on-_____: _____ in public, _____ in private.
- 3. Use the three _____ system: _____, _____, _____.
- 4. Learn to _____ the _____ from the _____.
- 5. Confront the _____ with a _____.