

# Leadership Lessons

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# Leadership Lessons



## Table of Contents

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<b>Welcome to Leadership Lessons! . . . . .</b>	<b>1</b>
<b>4 Key Things New Leaders Need to Know . . . . .</b>	<b>2</b>
<b>8 Places to Look for Program &amp; Event Ideas. . . . .</b>	<b>4</b>
<b>10 Ways to Treat Your Peers/Colleagues Well . . . . .</b>	<b>5</b>
<b>An Office Safety Audit Worksheet . . . . .</b>	<b>6</b>
<b>Be THAT Office! . . . . .</b>	<b>8</b>
<b>Being a Helper. . . . .</b>	<b>10</b>
<b>Building Healthy Self-Esteem . . . . .</b>	<b>12</b>
<b>Bystander Intervention . . . . .</b>	<b>14</b>
<b>Calming Tense Situations. . . . .</b>	<b>16</b>
<b>Case Study: A Student Volunteer Being Harassed . . . . .</b>	<b>17</b>
<b>Conducting After Action Reviews . . . . .</b>	<b>18</b>
<b>Confronting Others with Care. . . . .</b>	<b>19</b>
<b>Coping with Death on Campus . . . . .</b>	<b>22</b>
<b>Creating a Shared Vision . . . . .</b>	<b>24</b>
<b>Creating an Accomplishments Portfolio . . . . .</b>	<b>25</b>
<b>Cross-Training Your Team. . . . .</b>	<b>26</b>
<b>Cultivating a Reputation for Excellence . . . . .</b>	<b>28</b>
<b>Cultivating Respect . . . . .</b>	<b>29</b>
<b>Cutting Through Clutter . . . . .</b>	<b>31</b>

# Leadership Lessons



## **Table of Contents** *(continued)*

---

<b>De-escalation Techniques</b> . . . . .	<b>32</b>
<b>Dealing with Disruptive People</b> . . . . .	<b>33</b>
<b>Doing an Office Clean-up</b> . . . . .	<b>35</b>
<b>Don't Get Stale!</b> . . . . .	<b>37</b>
<b>Excuses, Excuses</b> . . . . .	<b>38</b>
<b>Festival and Large Event Know-How</b> . . . . .	<b>39</b>
<b>Grammar Reminders</b> . . . . .	<b>42</b>
<b>Handling a Verbally Aggressive Student</b> . . . . .	<b>44</b>
<b>Handling Anger in the Heat of the Moment</b> . . . . .	<b>45</b>
<b>Having Fun on the Job</b> . . . . .	<b>46</b>
<b>Hosting Other Schools</b> . . . . .	<b>48</b>
<b>How to Be an Effective Listener</b> . . . . .	<b>49</b>
<b>Ideas to Increase Creativity</b> . . . . .	<b>51</b>
<b>International Relations</b> . . . . .	<b>53</b>
<b>Leaders to Look Up to</b> . . . . .	<b>54</b>
<b>Making a Referral</b> . . . . .	<b>56</b>
<b>Making Decisions the OODA Way</b> . . . . .	<b>58</b>
<b>Managing Multiple Priorities</b> . . . . .	<b>59</b>
<b>Meeting Follow-Up Methods</b> . . . . .	<b>60</b>
<b>Moving Your Group Forward</b> . . . . .	<b>62</b>

# Leadership Lessons



## **Table of Contents** *(continued)*

---

<b>Photo Tips: Striking a Natural Pose</b> . . . . .	<b>63</b>
<b>PowerPoint Tips &amp; Tricks</b> . . . . .	<b>64</b>
<b>Problem Solving</b> . . . . .	<b>66</b>
<b>Recognition and Appreciation Strategies</b> . . . . .	<b>70</b>
<b>Sexual Harassment</b> . . . . .	<b>74</b>
<b>Staying Positive in Your Leadership Position</b> . . . . .	<b>74</b>
<b>Sticky Situations</b> . . . . .	<b>76</b>
<b>Stress Management Made Simple</b> . . . . .	<b>77</b>
<b>Student Leader Toolkit</b> . . . . .	<b>79</b>
<b>Taking Social Media Precautions</b> . . . . .	<b>80</b>
<b>Tapping Into Theme Programming – January/February</b> . . . . .	<b>81</b>
<b>Tapping Into Theme Programming – March</b> . . . . .	<b>82</b>
<b>Tapping Into Theme Programming – April</b> . . . . .	<b>83</b>
<b>Tapping Into Theme Programming – May</b> . . . . .	<b>84</b>
<b>Tapping Into Theme Programming – June</b> . . . . .	<b>85</b>
<b>Tapping Into Theme Programming – July</b> . . . . .	<b>86</b>
<b>Tapping Into Theme Programming – August</b> . . . . .	<b>87</b>
<b>Tapping Into Theme Programming – September</b> . . . . .	<b>88</b>
<b>Tapping Into Theme Programming – October</b> . . . . .	<b>89</b>
<b>Tapping Into Theme Programming – November</b> . . . . .	<b>90</b>

# Leadership Lessons



## **Table of Contents** *(continued)*

---

<b>Tapping Into Theme Programming – December</b> .....	<b>91</b>
<b>The Art of Compromise</b> .....	<b>92</b>
<b>The Do’s and Don’ts of Being a Healthy Student</b> .....	<b>93</b>
<b>The Importance of Reflections</b> .....	<b>95</b>
<b>The Many Uses for a Koosh™</b> .....	<b>97</b>
<b>The Power of Positive Phrasing</b> .....	<b>99</b>
<b>The Value of Getting Involved</b> .....	<b>101</b>
<b>Title IX &amp; Sexual Violence: Reproducible Poster</b> .....	<b>103</b>
<b>Types of Processing</b> .....	<b>104</b>
<b>Volunteer Management</b> .....	<b>106</b>
<b>Ways to Boost Your Energy...Without Caffeine!</b> .....	<b>107</b>
<b>Word Games to Boost Brain Activity</b> .....	<b>108</b>
<b>Working with Adult Student Learners</b> .....	<b>110</b>
<b>Working with People You Don’t Really Like</b> .....	<b>111</b>
<b>Worksheet: How Well Do You Know Your Group Members?</b> .....	<b>112</b>
<b>For Advisors</b> .....	<b>113</b>
<b>Using Case Studies: For Advisors</b> .....	<b>114</b>
<b>Case Study: It’s Up to the Students: For Advisors</b> .....	<b>116</b>
<b>Case Study: Involvement vs. Grades: For Advisors</b> .....	<b>118</b>

# Leadership Lessons

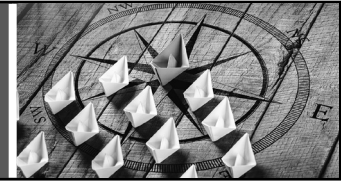


## **Table of Contents** *(continued)*

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<b>When Students Make Questionable Decisions: For Advisors . . . . .</b>	<b>120</b>
<b>Working with Overinvolved Students: For Advisors. . . . .</b>	<b>121</b>
<b>Alcohol at Events: For Advisors . . . . .</b>	<b>122</b>
<b>Writing for Publication: For Advisors . . . . .</b>	<b>123</b>

SAMPLE



## ***Bystander Intervention***

### **Being part of the solution**

Every campus has a population of bystanders who support sexual violence. They may not mean to do so, yet by not intervening when they see something happening, not reporting actions or dismissing certain behaviors, they are essentially sending a message to perpetrators that their actions are okay.

“What we can do is change community norms so that the perpetrator’s behavior is no longer acceptable,” Jane Stapleton, co-director of Prevention Innovations Research and Practices for Ending Violence Against Women at the University of New Hampshire (UNH), told *Campus Safety* magazine.

### **Reactive and Proactive Bystander Strategies**

#### **As a reactive bystander...**

- Get police or other authorities involved
- Tell someone else

#### **Get help**

- Ask a friend in a potentially dangerous situation if he/she wants to leave
- Make sure he/she gets home safely
- Ask a victim if he/she is okay
- Provide options and a listening ear
- Call the campus or local crisis center for support and options

#### **As a proactive bystander...**

- Believe violence is unacceptable and say it out loud
- Treat people with respect
- Speak up when you hear people making statements that blame victims
- Talk with friends about confronting violence against others
- Encourage friends to trust their instincts
- Be a knowledgeable resource for victims



## **Bystander Intervention** (continued)

- Don't laugh at sexist jokes or comments
- Look out for friends at parties and bars
- Educate yourself and your friends
- Use campus resources
- Attend an awareness event
- Empower victims to tell their stories

**Sources:** "What Can I Do?" Prevention Innovations, UNH; The Transformation Project/Green Dot, The University of Tennessee Chattanooga; *Campus Safety* magazine, 3/6/12

### **The Bystander Effect**

This occurs "when the presence of others hinders an individual from intervening in an emergency situation," according to *Psychology Today*. Basically, the more bystanders there are, the less likely it is that any of them will help.

Social psychologists Bibb Latane and John Darley attributed the bystander effect to:

- The diffusion of responsibility – "I'm more likely to intervene if there are few or no witnesses."
- Social influence – "I'm taking my cues on how to act from those in this group – I'm less likely to help if none of them are."

Bystander behaviors can apply to various situations, from assaults to other emergencies.

Consider this when determining your actions as a bystander.

**Source:** [www.psychologytoday.com/basics/bystander-effect](http://www.psychologytoday.com/basics/bystander-effect)





## ***How to Be an Effective Listener***

### **"Hey! Are you listening to me?"**

- **Be Physically Open to the Speaker** - This seems like a no-brainer, but it's true! Make sure you directly face the speaker. Sit up straight and lean slightly forward to show your attentiveness through body language. Don't cross your arms. To a speaker, that signals you are closed-off and that you are not interested.
- **Maintain Eye Contact** - Keeping eye contact is essential. You don't need to stare the person down, yet make sure you are looking at them. Glancing away now and then is fine.
- **Minimize EXTERNAL Distractions** - External distractions are those distractions that happen around you. Good examples of that are the TV, books or magazines, cell phones, computers, radios, clocks, etc. Sometimes windows can be a distraction, too, so try to have your back to the window when focusing on someone.
- **Minimize INTERNAL Distractions** - Internal distractions are those thoughts that occur inside your own head. You may be preoccupied with a test grade, a personal problem, etc. Life is full of distractions, but try to let all that stuff go when you're in the position to listen, so you can focus on the speaker.
- **Respond to Show You are Listening** - This confirms that you're actually paying attention! You can use body language by nodding your head, smiling or raising your eyebrows. You can also say key words, such as "Fascinating" or "Interesting." If you need more information say something as simple as, "Can you tell me more about that?" or "Please expand..." Any of these simple phrases will make the listener feel validated – and listened to.
- **Focus on What the Speaker is Saying** - Stay in the moment. Don't try to plan out the conversation or think about what you are going to say next. The flow of each conversation will be different, depending on whom you're speaking with, so you have to take the lead from the individual. Some people will want to do the majority of the talking, while others want to have something more like a conversational give-and-take.
- **Keep an Open Mind** - Don't go into a conversation with preconceived notions. Wait until the speaker is finished before deciding whether or not you disagree. An open mind helps you put aside your own opinions to truly listen to those of another.
- **Don't Share How You Handled a Similar Situation** - Unless specifically asked, don't tell the speaker if you'd had a similar experience. The probability that the two of you handled a situation exactly the same way is slim to none. What worked for one person cannot be assumed to work on everyone.



## ***How to Be an Effective Listener*** (continued)

- **Don't Interrupt** - Let the speaker finish her thought before you chime in. Remember that your main role is to *listen*, not speak.
- **Clarify Points to Enhance Understanding** - It's okay to ask questions for clarification, just be sure not to interrupt the speaker. If you decide to ask questions, always be sure to rephrase what the speaker said to be sure there is no misunderstanding. You can say things such as: "What I'm hearing is..." "Do you mean..." or "So you're saying..."

**Source:** <http://powertochange.com/students/people/listen/>

SAMPLE



## Sticky Situations

When things get sticky, things can get ugly. They often say that during moments of darkness, people's true character shines through. As a student leader, you will likely see some people at their worst, sorry to say. When you become part of a sticky situation, keep these things in mind:

**Avoid Arguing for Your Own Individual Judgment.** While you may have your own opinion of the situation, it is not in the best interest of resolving a situation to stick to that opinion. You'll close yourself off to other possibilities as a result.

**Avoid Win/Lose Situations.** It's not unusual for things to fall apart during a sticky situation, even with the best of intentions. But you can avoid this by maintaining a win-win mentality that involves compromise.

**Don't Give in Just to Avoid Conflict.** This isn't helpful for anyone and solves nothing. And actually, giving in for this sake can be considered passive aggressive.

**Understand That Disagreements are Natural and Expected.** Disagreeing with one another actually provides a wide range of opinions to use in determining a solution. Use disagreements as idea generators rather than conversation stoppers.

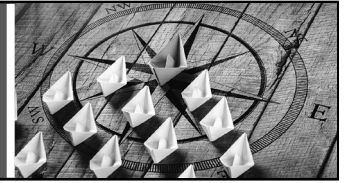
**Don't Take Things Personally.** Although this is difficult, it's usually when things are taken personally that productive conversations come to a standstill. Don't turn comments into something more than they are. If you think that something shared might be personal, ask...instead of assuming. You'll save yourself – and others – a lot of headaches.

**Remember, when everyone walks away satisfied with a conversation, everyone wins.** When everyone wins, everyone is happy. And when everyone is happy, the services you provide will be that much better.

### Are you...

- In a pickle?
- Between a rock and a hard place?
- In a tight spot?
- Stuck in a dilemma?
- In hot water?
- In a quandary?
- Having difficulty?
- In a bind?

Sticky situations come in all shapes and sizes, no matter what you call them!



## ***The Power of Positive Phrasing***

Take a look at some commonly used phrases in your leadership life. The way you put these words forward has an impact. How could you turn them around to be more positive?

### **For Example:**

We can't do that.

More Positive Phrasing:

That's an idea worth looking at.

Brainstorm some other statements that could be used to make the same point as those listed below, just in a more positive frame.

### **See what you can do with these phrases:**

1. That'll never work.

More Positive Phrasing:

2. That person isn't here.

More Positive Phrasing:

3. I can't tell you that information.

More Positive Phrasing:

4. You just have to do it.

More Positive Phrasing:

5. We're really busy now.

More Positive Phrasing:



## **The Power of Positive Phrasing** (continued)

6. We don't do that here.  
More Positive Phrasing:
  
7. There isn't enough time.  
More Positive Phrasing:
  
8. No one is helping.  
More Positive Phrasing:
  
9. We won't make it.  
More Positive Phrasing:
  
10. We don't have enough members.  
More Positive Phrasing:

### **Actions & Words**

The idea isn't to make excuses. Take the time to educate people on the other end about policies or procedures. Explain why you can't do something and then offer to do something else that may be comparable. And use positive actions to go along with your positive phrases, from conscientiously taking a message to putting someone in touch with the right resource.

Student leaders are at their best when they are polite and helpful, even when faced with tough situations.



## Word Games to Boost Brain Activity

Playing with words – as part of an icebreaker or informal group development activity – can boost your brainpower. Synapses snap, concentration heightens and creativity kicks in.

So, why not try some of these word games before your next group brainstorm or meeting? You'll likely have snappier, more in-tune participants as a result!

**Last Letter-First Letter.** Stand in a circle for this one. The group leader says a word and then the person to her left says a word that starts with the last letter of the previous word. For instance, if Person #1 says "goat," then Person #2 could say "tasty" and Person #3 could say "yak."

Add a rhythmic element to it – such as everyone hitting their legs twice, clapping twice, snapping twice and then saying their word – so there aren't too many delays between words. After all, it's all about quick thinking!

**Story-go-Round.** Ask someone in the group to begin a story and to share a few sentences worth of the tale. Then, he'll toss the tennis ball he's holding to another group member, who must pick up the story and add a few of her own lines. That person then tosses the ball to another person until everyone has had a turn.

For fun, toss the ball back to the story's originator so he can wrap up the tale.

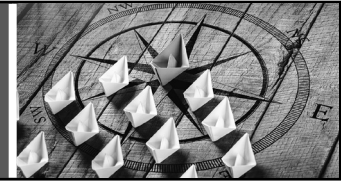
**Word Symphony.** Have everyone in the group stand in a line, with all of them facing you. Explain that you are the "conductor" and that you'll be pointing to people at random, quickly, to give an answer to a category question.

For instance, the first category might be "breakfast cereals." As you point to group members, they must quickly say the name of a cereal, without repeating anything that someone else said. If they repeat an answer or give one that doesn't fit the category, the rest of the group can buzz him out. That person then becomes the conductor and starts again with a new category.

**Dr. Seuss on the Loose.** Have one person say a quick line to a make-believe poem, such as "The grass in my yard is very, very green." The next person will then add to the rhyme by saying something like "It's indeed the greenest I ever have seen." Then the next person can add a line such as "Greener than celery, greener than moss" while the fourth person ends it with something like "As green as the Martian who is my boss!"

Develop several nonsensical poem clusters like this, encouraging participants to think quickly and just *create!*

**Word Relays.** Divide your group into teams of 5-8 people each. Have them all line up, facing a chalkboard or a piece of newsprint. On that board/paper, spell out the word "LEADERSHIP" with the letters going vertically.



## Word Games to Boost Brain Activity (continued)

When you yell, “Go!” the idea is that the first person in each line must go up to the board/paper and fill in one of the letters. For instance, the first person might choose the “D” in “LEADERSHIP” and write “Daunting” or “Daring.” Then, they return to the line and tag the next person to go up. This continues until each letter in “LEADERSHIP” has been filled in.

You can also choose other words, based on what you might be discussing that day, such as “PROGRAMMING” or “RECRUITMENT” or “ORGANIZATION.”

### ABCs

There are multiple ways to use simple ABCs as part of a word game. For instance...

**Category ABCs** – Have someone toss out a category, such as “girls’ names” or “places to live.” Then, go around in a circle, with each person yelling out something that matches that category, in alphabetical order. For “places to live,” the first person might say “Annapolis” while the next says “Botswana,” the third says “Castle” and the fourth says “Dog house.”

**Noun ABCs** – Ask the first person to state a noun such as “cat” or “garden” or “zoo.” Then everyone else needs to come up with a related word that starts with the same letter. For instance, if the noun is “garden,” then people could say things like “groovy” or “green” or “gargantuan.” It’s alliteration at its finest!