

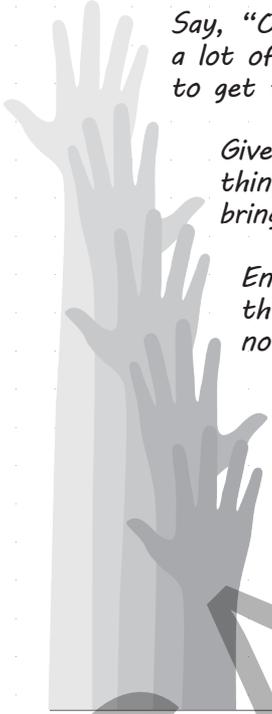
The Res Life

*Student Staff*  
**WORKBOOK**

Programming, Current Issues & Job Skills

## No Dumb Questions!

Sometimes, students may be afraid to ask questions because they believe they'll be perceived as "dumb." So, it's important to create an environment of trust where NO question is a dumb one. How can you do this?



*Say, "One of the questions a lot of people have is..." to get the ball rolling*

*Give examples of most things you discuss to bring the topic to life*

*Encourage questions throughout a discussion, not just at the end*

*Use yourself as an example: "I know that I once wondered how..."*

*Watch your body language to make sure you're not reacting negatively to students with questions*

What else can you do?

"For a new student, a university can be an exciting but also intimidating place. A university can also be a lonely place for a new student, especially if that student is the first in their family to go to college, the child of immigrant parents, or a member of a minority community. Even simple things that experienced students take for granted can be challenging for a new student, such as finding classrooms and offices on campus, understanding school policies for registration for classes, and learning the special language of the university... A small number of new students learn the answers by directly asking professors in their classes or talking to university professional staff. But many, many students find out information by asking friends, especially more experienced students... In other words, the experienced students serve as guides for new students to help them access the storehouse of knowledge and resources at the university."

**Source:** *The Power of Peer Mentoring: Peer Mentoring Resource Booklet for Student Assistant Mentors of EOP Central, CSUN Faculty Mentor Program, <https://bit.ly/2suaVTU>*

## Upcoming Jewish Holidays

Match the holidays

(All holidays begin at sundown)

Rosh Hashanah



Festival of Lights, lasts for 8 days & nights

Yom Kippur



Jewish New Year, celebrates creation of the world

Sukkot



Feast commemorates giving the Ten Commandments to Moses on Mt. Sinai

Hanukkah



Feast of Tabernacles, marks closing of harvest season for Jews of ancient Palestine

Passover



Celebrates God freeing Jews from bondage in Egypt through leadership of Moses

Shavuot



Day of Atonement, one of most serious Jewish holidays

Answers: A = 2; B = 6; C = 6; D = 4; E = 1; F = 5; F = 3.

Source: [www.infoplease.com/spot/judaism2.html](http://www.infoplease.com/spot/judaism2.html)

To learn more about Jewish holidays and how they're celebrated, you can check out resources at the campus organization Hillel International: [www.hillel.org/jewish-traditions-and-holidays/](http://www.hillel.org/jewish-traditions-and-holidays/).

## 7 Ways to Get to Know Faculty & Staff

Sometimes we are so focused on the intent of our conversation with a faculty or staff member that we forget to take a few minutes to get to know more about that person as, well, a *person*.



TO LEARN MORE ABOUT FACULTY AND STAFF, YOU CAN...

Ask about something that's hanging on their office wall ("That mask is really interesting — where did you get it?")

Notice their diploma and ask what they liked about attending XYZ University

Comment on something written on their bag, T-shirt or ball cap ("I'm a Cubs fan, too! Why do you like them?")

Ask how long they've been at the institution and where they're originally from

Comment on something mentioned in class ("In class last week you mentioned your dog — what kind do you have?")

Notice a book on their bookshelf ("It looks like you're interested in Mexico. Have you ever been?")

Discuss something happening on campus ("\_\_\_\_\_ is coming to speak in the student center. Who is one of the best speakers you've ever heard?")

Which faculty/staff members would I like to get to know better?

# 10 KEYS TO RESPECTFUL DISCUSSION & DEBATE

When discussing difficult, contentious topics, keep things productive by...

Engaging Respectfully



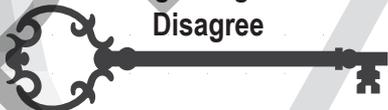
Being Open to Other Ways of Thinking



Being Inclusive



Agreeing to Disagree



Listening More Than You Speak



Not Matching Aggression with Aggression



Avoiding Condescension or Belittling Behaviors



Acknowledging Others' Words and Concerns



Admitting When You're Wrong



Trying to Put Yourself in Their Shoes



## Purpose

Finding your purpose is one of the key elements in living an authentic, fulfilled life. To work toward discovering that purpose, ask yourself...

*What contributions do I bring to the world?*

*What do I want to accomplish in life?*

*What is important to me?*

*What is something I'm currently doing that feels inauthentic — like it's "not me"?*

"I'm gonna find my purpose..."

— The Musical  
"Avenue Q"

"Find out who you are and do it on purpose."

— Dolly Parton

### *Staying Focused*

To stay true to your "why" or purpose, you need to build meaningful resistance to fend off distraction that can send you toward a detour or dead end. Author and emotional intelligence expert Harvey Deutschendorf recommended the following defensive maneuvers:

- The night prior, make a plan for the following day
- Start with the hard tasks
- Recognize and fend off distractions that do not need your urgent attention
- Make time for self-care
- Remind yourself of your purpose and goals

Source: FastCompany.com

## Adjectives to “Own”

If you were a fly on the wall, listening to others describe you, what adjectives would you want them to use? Pick the top five from this list and/or add others...

<i>Reliable</i>	<i>Supportive</i>	<i>Caring</i>	<i>Fair</i>
<i>Honest</i>	<i>Challenging</i>	<i>Kind</i>	<i>Motivational</i>
<i>Trustworthy</i>	<i>Energetic</i>	<i>Imaginative</i>	<i>Organized</i>
<i>Fun</i>	<i>Articulate</i>	<i>Original</i>	<i>Realistic</i>
<i>Loyal</i>	<i>Friendly</i>	<i>Gentle</i>	<i>Encouraging</i>
<i>Interesting</i>	<i>Intelligent</i>	_____	_____
<i>Creative</i>	<i>Low-key</i>	_____	_____
<i>Courageous</i>	<i>Sensible</i>	_____	_____

Now think about your actions so far. Do they match your chosen adjectives? What more would you like to do to live up to those adjectives?

### Who I Am

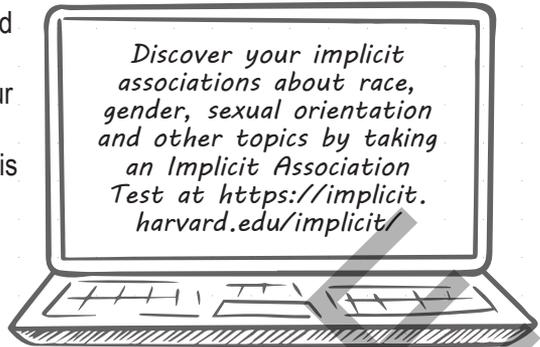
To be the most inclusive, open, welcoming person you can be, you'll need to do some personal digging first. This involves assessing who you are when it comes to your identities, expanding your cultural knowledge, interacting with a wide variety of individuals and exposing yourself to new ways of thinking.

Explore more of who you are by answering these questions...

- What are some of your cultural traditions?
- What component of your identity is a great source of pride? Why is that?
- How do you feel about your hometown?
- What is your family structure?
- What do you celebrate?
- How has a part of your identity led to struggle?
- When you describe your identity, what descriptors do you use?

# Understanding Implicit Bias

Implicit bias is when deep-seeded attitudes and stereotypes impact our actions, our decisions and our understanding, without us being conscious that it's happening. This subconscious bias can impact how we feel about people based on race, ethnicity, appearance, age and other factors.



## Here are five key characteristics of implicit bias...

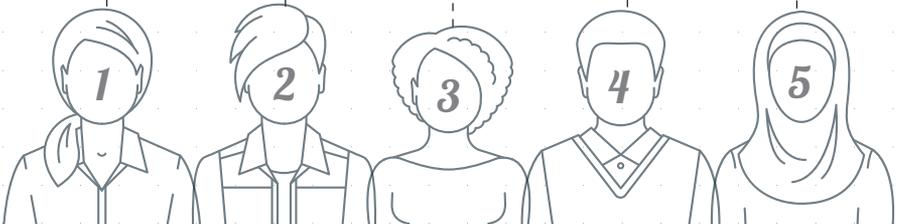
"Implicit biases are pervasive. Everyone possesses them, even people with avowed commitments to impartiality such as judges."

"The implicit associations we hold do not necessarily align with our declared beliefs or even reflect stances we would explicitly endorse."

"Implicit biases are malleable. Our brains are incredibly complex, and the implicit associations that we have formed can be gradually unlearned through a variety of debiasing techniques."

"Implicit and explicit biases are related but distinct mental constructs. They are not mutually exclusive and may even reinforce each other."

"We generally tend to hold implicit biases that favor our own ingroup, though research has shown that we can still hold implicit biases against our ingroup."



Source: The Kirwan Institute for the Study of Race and Ethnicity, <http://kirwaninstitute.osu.edu>

# Developing True Grit

Grit and resilience are two terms that many in education are focusing on these days.

**Grit** = Sticking with a goal

**Resilience** = Bouncing back from failure/hard times

In a TED Talk called “Grit: The Power of Passion and Perseverance” with well-known “grit” researcher Angela Lee Duckworth, she identified grit as...

- » Passion and perseverance for very long-term goals
- » Having stamina
- » Sticking with your future, day in, day out, and working really hard toward that future
- » Living life like it’s a marathon, not a sprint

Duckworth said that doing well in both school and life often requires grit — it’s a significant predictor of success.

GETTING GRITTY  
WHAT CAN YOU DO  
TO ENHANCE YOUR OWN GRIT?

AND WHAT CAN YOU DO TO HELP RESIDENTS DEVELOP THEIRS?

Source: “Grit: The Power of Passion and Perseverance,” a 6-minute TED Talk with expert Angela Lee Duckworth, <http://bit.ly/1fZKlno>