

GNAP, APRIL 2019

Ignite Your Team!

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1

Hi, I'm Allie.



2

who
what
where
when
why

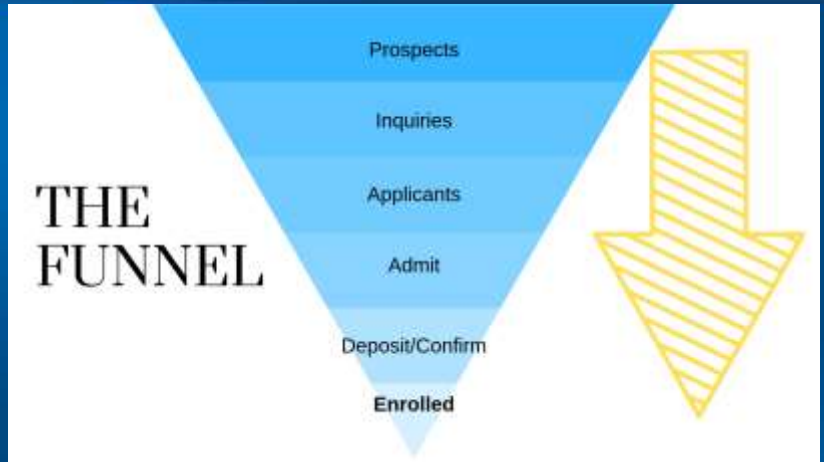


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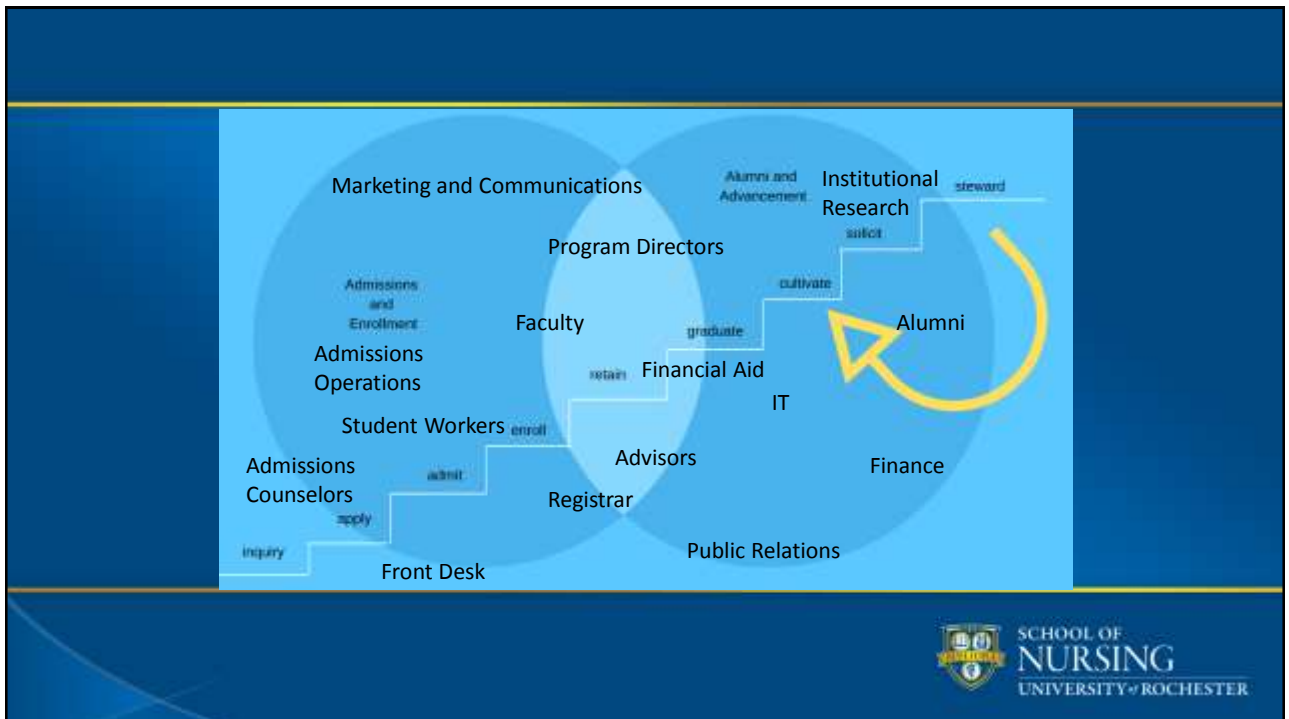


T-E-A-M

Admissions Counselors
 Front Desk
 Student Workers
 Operations
 Marketing & Communications
 Alumni Interviewers
 Financial Aid
 Registrar Finance
 IT Institutional Research
 Faculty/Program Managers



5



6

\$1,000,000,
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7

Voluntary turnover cost breakdown:



8

Voluntary Turnover Model:



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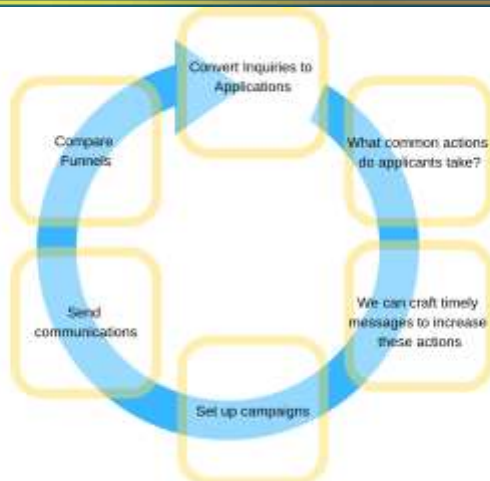
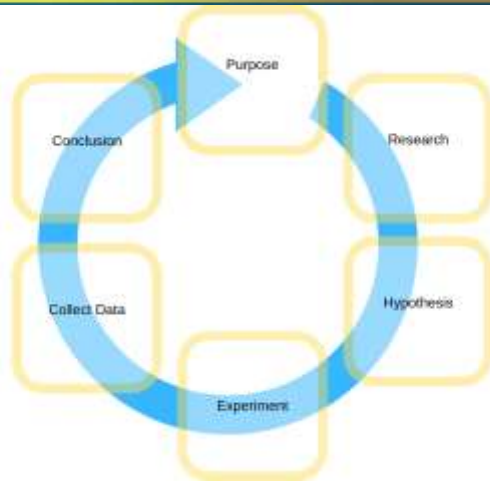
Motivate, Empower, Ignite:

Data:

- Business processes and policies
- Institution type
- technologies
- Organizational structure
- Training and onboarding

Communication:

10



Motivate, Empower, Ignite:

Data:

- IS REALLY, REALLY, REALLY IMPORTANT!

Communication:

- Mentorship, and feedback
- Mutual understanding, respect, and goals
- Deliberate conversations
- Onboarding, demos, coaching, retreats, 1:1s
- Professional Development



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Boss vs. Leader

Leads from Top

Says "I"

Tells people what to do

Leads from the group

Says "We"

Shows people what to do



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Mentorship

Mentor

Mentee



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Intentional Co

ty Types

Understand your pe

ers' personality

It's good to know yo

ty type of your team

Instructions: Compare all 4 boxes in each row. Do NOT analyze each word; just get a sense of each box. Score each of the 4 boxes from most to least, as it describes you: 4 = most, 3 = a lot, 2 = somewhat, 1 = least.

Row 1	A Active Variety Sports Opportunities Spontaneous Flexible	B Organized Planned Neat Parental Traditional Responsible	C Warm Helpful Friends Authentic Harmonious Compassionate	D Learning Science Quiet Versatile Inventive Competent
Row 2	E Calm Ideas Questions Knowledge Problem Solver	F Caring People Oriented Feelings Unique Empathetic Communicative	G Clearly Creative Honest Stable Serious Dependable	H Action Challenges Competitive Ambitious Impactful
Row 3	I Helpful Trustworthy Dependable Loyal Conservative Organized	J Well Understanding Strong Gentle Warm Flexible	K Playful Goals Adventurous Careless Open-Minded Independent	L Independent Exploring Competitive Theoretical Why Questions Inquisitive
Row 4	M Follow Rules Laid Save Money Concerned Procedural Cooperative	N Active Free Writing Caring Impulsive Risk Taker	O Sharing Getting Along Feelings Caring Inspirational Dramatic	P Thinking Solving Problems Perfectionist Determined Complex Composed
Row 5	Q Puzzles Seeking Info Making Sense Philosophical Proud Parental	R Social Causes Easy Going Happy Endings Approachable Altruistic Sympathetic	S Exciting Lively Invents Or Courageous Skillful On Edge	T Posh Tradition Do Things Right Orderly Conventional Careful



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 Compare all 4 boxes in each row. Do NOT analyze each word; just get a sense of each box. Score each of the 4 boxes from most to least, as it describes you:
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A	B	C	D
Active Variety Sports Opportunities Spontaneous Flexible	Organized Planned Neat Parental Traditional Responsible	Warm Helpful Friends Authentic Harmonious Compassionate	Learning Science Quiet Versatile Inventive Competent



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Instructions:
 Compare all 4 boxes in each row. Do NOT analyze each word; just get a sense of each box. Score each of the 4 boxes from most to least, as it describes you:
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E	F	G	H
Curious Ideas Questions Conceptual Knowledge Problem Solver	Caring People-oriented Feelings Unique Empathetic Communicative	Orderly On-time Honest Stable Sensible Dependable	Action Challenges Competitive Impetuous Impactful



20

Instructions:
 Compare all 4 boxes in each row. Do NOT analyze each word; just get a sense of each box. Score each of the 4 boxes from most to least, as it describes you:
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I	J	K	L
Helpful Trustworthy Dependable Loyal Conservative Organized	Kind Understanding Giving Devoted Warm Poetic	Playful Quick Adventurous Confrontational Open-minded Independent	Independent Exploring Competent Theoretical "Why" questions Ingenious



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Instructions:
 Compare all 4 boxes in each row. Do NOT analyze each word; just get a sense of each box. Score each of the 4 boxes from most to least, as it describes you:
 4 = most, 2 = a lot, 2 = somewhat, 1 = least.


M	N	O	P
Follow Rules Useful Save Money Concerned Procedural Cooperative	Active Free Winning Daring Impulsive Risk-taker	Sharing Getting along Feelings Tender Inspirational Dramatic	Thinking Solving problems Perfectionist Determined Complex Composed



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Compare all 4 boxes in each row. Do NOT analyze each word; just get a sense of each box. Score each of the 4 boxes from most to least, as it describes you:
 4 = most, 2 = a lot, 2 = somewhat, 1 = least.


Q	R	S	T
Puzzles Seeking info Making sense Philosophical Principled Rational	Receptive Relaxed Receptive Receptive Receptive Receptive	Spontaneous Spontaneous Spontaneous Spontaneous Spontaneous Spontaneous	Pride Tradition Do things right Orderly Conventional Careful



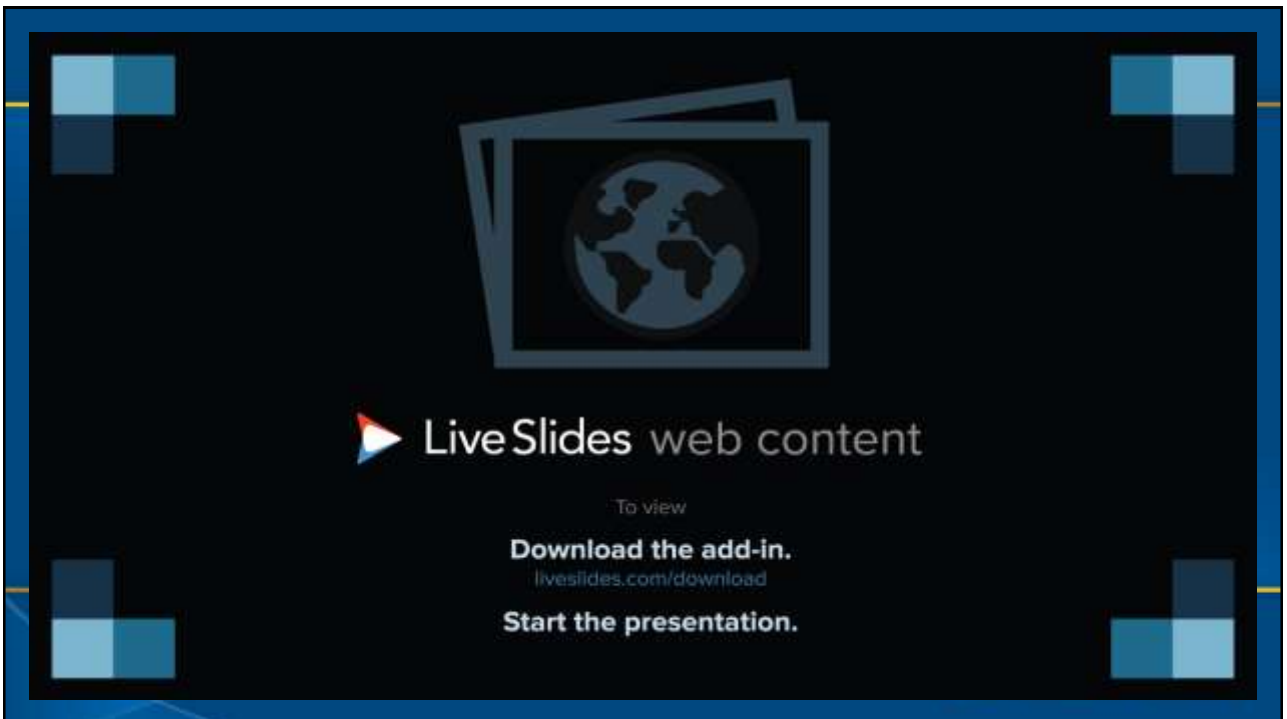
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Total your scores:
(If any of the scores are below 5 or greater than 20 you have made an error.)


Total Orange Score	Total Green Score	Total Blue Score	Total Gold Score
Add boxes A, H, K, N, S	Add boxes D, E, L, P, Q	Add boxes C, F, J, O, R	Add boxes B, G, I, M, T

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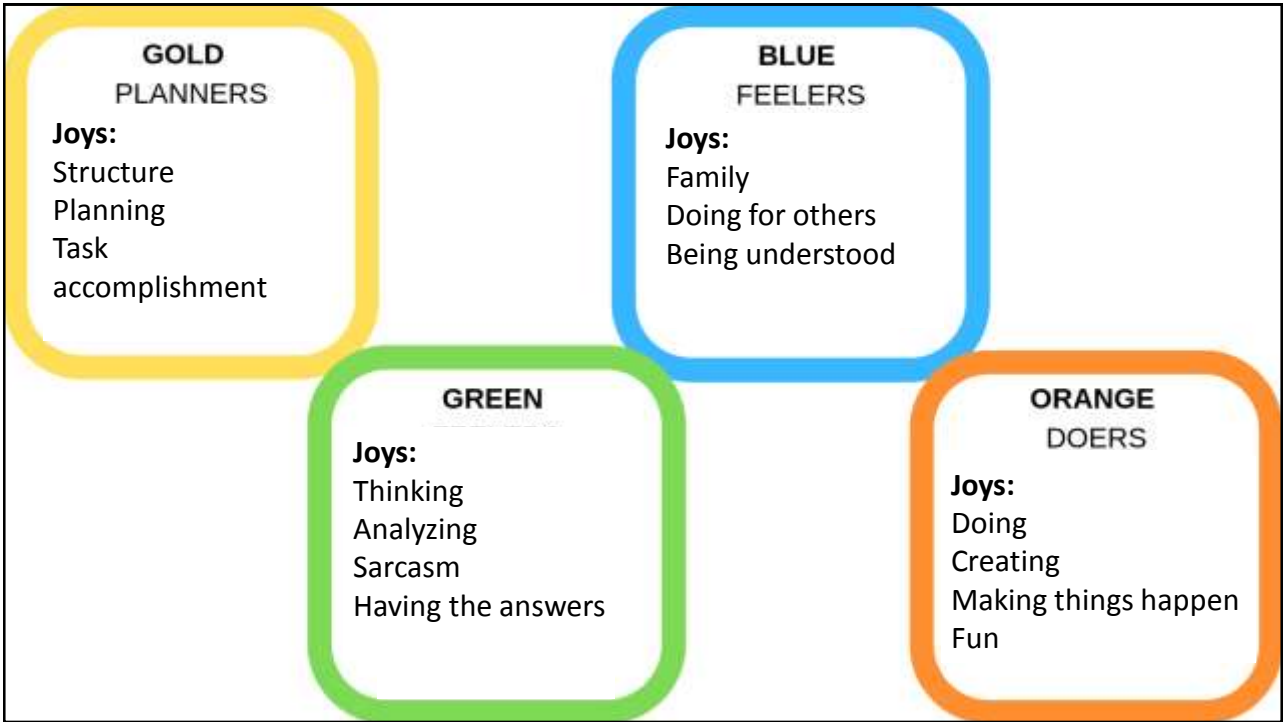
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How you perceive yourself:

Gold	Green	Blue	Orange
<ul style="list-style-type: none"> • Stable • Providing Security • Always have a view • Good at sorting/weeding out • Decisive • Executive Style • Organized • Goal-oriented • Dependable • Firm • Efficient • Good Planner • Orderly, Neat • Punctual • Seeks Closure 	<ul style="list-style-type: none"> • Superior Intellect • Powerful • Eminently Reasonable • Calm, not emotional • Precise, not repetitive • Able to find flaws • Seeking justice • Able to reprimand • 98% right • Creative • Rational • Under control • Objective • Firm-minded 	<ul style="list-style-type: none"> • Warm • Romantic • Idealist • Willing to work tirelessly for what you believe in • Affirming • Promoting growth, well-being • Relates current experiences to past experiences • Likes to please people • Great communicator • Compassionate + trusting • Spiritual • Unselfish • Empathetic + sympathetic 	<ul style="list-style-type: none"> • Fun-loving • Flexible, adaptable • Proficient, capable • Hands-on • Problem-solver • Do many things at once • Curious • Welcomes new ideas • Superior ability to discriminate away options • See shades of grey • Spontaneous • Carefree • Practical • Eclectic • Good Negotiator • Can deal with chaos

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How others may perceive you (on a bad day):

Gold

- Rigid
- Dull/Boring
- Opinionated
- Unimaginative
- Bossy
- Predictable
- Controlling
- System-bound
- Judgmental
- Uptight
- Autocratic

Green

- Intellectual Snob
- Heartless
- Ruthless
- Unrealistic
- Emotionally Controlled
- Afraid to open up
- Critical, fault-finding
- Unfair
- Inappreciative of others
- Arrogant
- Doesn't care about people
- Eccentric, weird
- Cool, aloof, unfeeling
- Lacking mercy
- Stingy with praise

Blue

- Stuck/lives in past
- Overly emotional
- Bleeding heart
- Mushy
- Hopelessly naïve
- Too tender-hearted
- Easily duped
- Smothering
- Too touchy-feely
- Pushover
- Too nice
- Too trusting
- Groveling
- Fawning
- Soft
- Talks too much

Orange

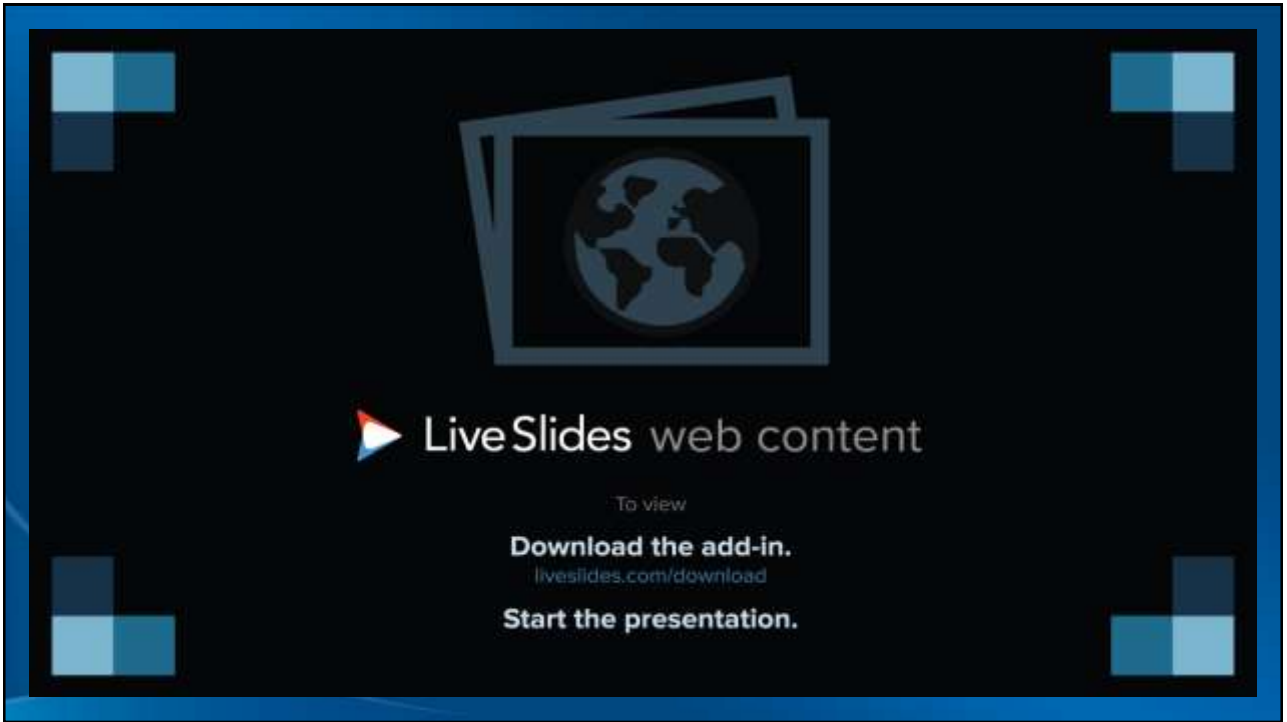
- Irresponsible
- Goofs off too much
- Manipulative
- Not to be trusted
- Not able to stay on task
- Resists closure or decisions
- Obnoxious
- Flaky
- Disobeys rules
- Scattered
- Cluttered
- Uncontrollable
- Indecisive
- Not a team player

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Generational Tendencies

What are the Generations in the workforce?

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An advertisement for LiveSlides web content. It features a dark blue background with a central graphic of a globe inside a square frame, which is part of a stack of three frames. The text "LiveSlides web content" is prominently displayed in white. Below it, instructions are given: "To view", "Download the add-in.", "liveslides.com/download", and "Start the presentation." The entire advertisement is framed by a blue border with decorative square patterns in the corners.

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Generational Stereotypes



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The slide has a solid blue background. The title "Generational Stereotypes" is at the top in white. At the bottom right is the logo for the School of Nursing at the University of Rochester, which includes a crest and the text "SCHOOL OF NURSING UNIVERSITY OF ROCHESTER".

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Workplace friction

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What does this look like?

Retreats – demos – coaching – deliberate practice

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Professional Development

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Take-aways:

- data
- team
- communication
- development
- be a leader

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**SUCCESS ISN'T A RESULT
OF SPONTANEOUS
COMBUSTION.**

**YOU MUST SET YOURSELF
ON FIRE.**

Arnold H. Glasow



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