VIRTUAL CASE STUDY
STEPHEN F. AUSTIN STATE UNIVERSITY

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Training Topics

Event Planning

Social Media Presence

Conflict Management

Decision Making Techniques

Creating a Safe and Welcoming Environment

Emotional Intelligence
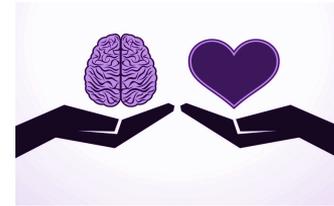
Transferable Skills

Job Search Skills

Purpose and plan for training

- **Universality**
  To create a training program that is universally beneficial at multiple types of campuses.

- **Relevant and impactful**
  Topics that enhance the skills learned in residence life training, and further develop the students into leaders.

- **Holistic approach**
  This training will positively impact the students in multiple facets, from life after college to their ability to succeed in the position.

EVENT PLANNING

Meaning/Purpose

- "Process of managing a project such as a meeting, convention…"
- Event planning is an essential skill that would greatly increase the impact residence life can have on any given campus.

Learning Outcomes

- The RA will be able to create a detailed and itemized event budget.
- The RA will be able to plan an event that targets the need of their residence hall.
- The RA will gain the confidence to independently plan and implement a program.

http://frodo.fullring.co/event-planning-form/

What is Event Planning? Four unique perspectives from event planning experts. (n.d.). Retrieved February 17, 2019, from https://institute-of-event-management.com/what-is-event-planning

SOCIAL MEDIA PRESENCE

Meaning/Purpose

- Being mindful of the information that is posted on your personal social media platforms
- Use your platforms as ways to have a positive influence
- Creating a separate account specifically for business
  - Post helpful resources (campus, community, professional, etc.)
  - Allow students to ask questions of give feedback
  - Spreading the word about upcoming events within the residence halls
  - Student spotlight
- Social Media Networking
  - Joining pages specifically for Residence Life

Learning Outcomes

- The RA will understand the importance of creating meaningful and useful social media platforms.
- The RA will be able to capture the minds of their residents in ways that will engage, inform, and enlighten.
- The RA will be able to use their social media platforms to network with other Residence Life professionals.

Conflict Management
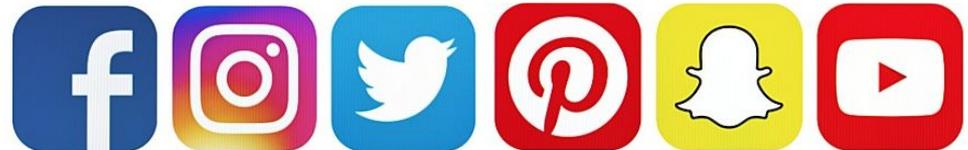
Meaning/Purpose

- Understand your conflict management style and utilize various resources when assisting residents and colleagues.
- Confront conflict appropriately and constructively.
- Never take one person's side over the other.
- You're human! Don't be afraid to apologize for your mistakes.
- Listen carefully and make sure to talk to all individuals involved.
- **_ALWAYS_** follow protocol.
- Above all else, be yourself and trust your instincts!

Learning Outcomes

- The RA will understand their conflict management style and be able to resolve conflict accordingly.
- The RA will be able to react and respond to students' situations unbiasedly.
- The RA will be able to understand the five conflict management styles and effectively use them when working with students and professional staff.

Conflict Management Styles Assessment

Source: Reginald (Reg) Adkins, PhD, Elemental Truths
http://elementaltruths.blogspot.com/2006/11/conflict-management-quiz.html

We each have our own way of dealing with conflict. The techniques we use are based on many variables such as our basic underlying temperament, our personality, our environment and where we are in our professional career. However, by and large there are five major styles of conflict management techniques in our tool box. In order to address conflict we draw from a collaborating, competing, avoiding, accommodating or compromising style of conflict management. None of these strategies is superior in and of itself.

How effective they are depends on the context in which they are used.

Each statement below provides a strategy for dealing with a conflict. Rate each statement on a scale of 1 to 4 indicating how likely you are to use this strategy.

1 = Rarely 2 = Sometimes 3 = Often 4 = Always

Be sure to answer the questions indicating how you would behave rather than how you think you should behave.

1. I explore issues with others so as to find solutions that meet everyone's needs. _____
2. I try to negotiate and adopt a give-and-take approach to problem situations. _____
3. I try to meet the expectations of others. _____
4. I would argue my case and insist on the merits of my point of view. _____
5. When there is a disagreement, I gather as much information as I can and keep the lines of communication open. _____
6. When I find myself in an argument, I usually say very little and try to leave as soon as possible. _____
7. I try to see conflicts from both sides. What do I need? What does the other person Need? What are the issues involved? _____
8. I prefer to compromise when solving problems and just move on. _____
9. I find conflicts challenging and exhilarating; I enjoy the battle of wits that usually follows. _____
10. Being at odds with other people makes me feel uncomfortable and anxious. _____
11. I try to accommodate the wishes of my friends and family. _____
12. I can figure out what needs to be done and I am usually right. _____
13. To break deadlocks, I would meet people halfway. _____
14. I may not get what I want but it's a small price to pay for keeping the peace. _____
15. I avoid hard feelings by keeping my disagreements with others to myself. _____

How to score the Conflict Management Assessment

As stated, the 15 statements correspond to the five conflict resolution styles. To find your most preferred style, total the points in the respective categories. The one with the highest score indicates your most commonly used strategy. The one with the lowest score indicates your least preferred strategy. However, if you are a leader who must deal with conflict on a regular basis, you may find your style to be a blend of styles.

Style Corresponding Statements: **Total:**

Style	Corresponding Statements	Total
Collaborating:	1, 5, 7	_____
Competing:	4, 9, 12	_____
Avoiding:	6, 10, 15	_____
Accommodating:	3, 11, 14	_____
Compromising:	2, 8, 13	_____

Brief Descriptions of the Five Conflict Management Styles

Collaborating Style: Problems are solved in ways in which an optimum result is provided for all involved. Both sides get what they want and negative feelings are minimized.

Pros: Creates mutual trust; maintains positive relationships; builds commitments.
Cons: Time consuming; energy consuming.

Competing Style: Authoritarian approach.

Pros: Goal oriented; quick.
Cons: May breed hostility.

Avoiding Style: The non-confrontational approach.

Pros: Does not escalate conflict; postpones difficulty.
Cons: Unaddressed problems; unresolved problems.

Accommodating Style: Giving in to maintain relationships.

Pros: Minimizes injury when we are outmatched; relationships are maintained.
Cons: Breeds resentment; exploits the weak.

Compromising Style: The middle ground approach.

Pros: Useful in complex issues without simple solutions; all parties are equal in power.
Cons: No one is ever really satisfied; less than optimal solutions get implemented.

Conflict Management Styles Assessment. (n.d.). Retrieved from https://www.irem.org/File Library/ChapterServices/ConflictManagementWS/ActivityConflictManagementStylesAssessment.pdf.

DECISION MAKING TECHNIQUES

Meaning:
Process of choosing between two or more course of action

Learning Outcomes:
- The RA to be able to understand the issue.
- The RA will be able to knowing different outcomes.
- The RA will be able to make a better choice.

Three Types of Techniques:

- Nominal Group Techniques
- Delphi Technique
- Ringi Technique

GROUP DECISION MAKING

Study.com

DECISION MAKING TECHNIQUES

Nominal Group Techniques
- Leader states the problem
- Rest of People write solutions
- Publicly talk out loud about the situations to the problem

Delphi Technique
- Open ended question surveys
- Summarized into a different solution
- Write Comments on each solution
- Goes around until their as an agreement

Ringo Technique
- Japanese technique
- Avoid face to face conflict
- Written document that has issues on it
- Write Comments on the the issues for the situation
- Pass the document around until there is no writing comments

Levi, D. (2017). *Group dynamics for teams*. Los Angeles: Sage.

CREATING A SAFE AND WELCOMING ENVIRONMENT

Meaning/Purpose

- Make sure your residents are comfortable with coming to you about various situations
  - Listen to your residents!
  - Make residence hall activities inclusive and sensitive to the needs of your residents
- Use authenticity to help others feel comfortable.
  - Being yourself helps to break the ice!
- Evaluate and assess your office space
  - Be mindful of how you decorate your office and what personal information you choose to share
  - Declutter when necessary

Learning Outcomes

- The RA will understand how to create a welcoming and inclusive environment for students
- The RA will be able to create a space that's authentic and represents who they are.
- The RA will understand how to support and advocate for students of the LGBTQ community
- The RA will know what resources are available to students based on their specific situations and needs

CREATING A SAFE AND WELCOMING ENVIRONMENT

- ALLY training
    - This Safe Space training is designed to help learn how to create a space for LGBTQ students.
    - Support and be an advocate for students, faculty, and staff who identify as lesbian, gay, bisexual, transgender, or questioning
- ALLY training is great for all individuals; not just Residence Life staff.

EMOTIONAL INTELLIGENCE

SELF-CONFIDENCE IS TO CONFIDENCE IN ONESELF AND IN ONE'S POWERS AND ABILITIES

Teach RA how to handle negative situations and people
- Not to take things personally "SMILE"
- Breaking up a fight or argument
- Not to be easy intimidated

Teach RA to Not be afraid to say NO, when enforcing residence rules
- Seize contraband items that residence can't have in halls
- Punishment "TICKET ISSUE"
- Report an incident

Teach RA how to talk to people
- How to respond to criticism or disagreement
- How to say negative stuff in a nice way
- Tone of voice

Learning Outcome :
- The RA will be able to do their job when dealing with residents their own age,controlling parents and older residences.

EMOTIONAL INTELLIGENCE

SELF-MANAGEMENT IS CONTROLLING YOUR OWN EMOTIONS

Teach how to support each other

· Things that happen in the hall "talk"

· Back up

· Get to know each other "be close friends"

Learn how to Trust each other

· Personal issues

Learn how to overcome negative past events

· Life Hardships

Learning Outcomes:
- RA will be able to identify and solve each other personal problem.
- The RA will be able to give residents person advice using Carol Dweck growth mindset theory

Carol Dweck: growth mindset is the belief that abilities can be developed and desire to embrace learning, challenges and setback as a set of growth.

Dweck, C. S. (2016). *Mindset: The new psychology of success*. New York: Ballantine Books.

Transferable Skills

Meaning/Purpose

- "Skills used in one job or career that can also be used in another"
- Transferable skills training will prepare the students to identify and expound on the skills they are practicing everyday.

Learning Outcomes

- The RA will be able to identify skills that translate to their career path
- The RA will be able to provide examples of ways they have developed 3 skills
- The student RA be able to illustrate these skills through a mock resume

Meaning of transferable skills in English. (n.d.). Retrieved February 17, 2019, from https://dictionary.cambridge.org/us/dictionary/english/transferable-skills

JOB SEARCH SKILLS

Find job

Meaning/Purpose

- Skills used to find a suitable job in an effective and efficient manner
- Job search skills training will seek to improve students knowledge of resources available to them, looking to improve both the job search and application process.

Learning Outcomes

- The RA will be able to efficiently search for careers within their given field.
- The RA will be able to demonstrate the ability to maintain a master resume.
- The RA will be able to decipher what information is pertinent to the job posting they are viewing.

Congratulations, you've completed this online training!

How will you utilize these training topics to better serve your residents?

studentaffairs.com