DIGGING DEEPER

An in-depth look at RA training

A Case Study for
Sandeen College of Art

MEET THE TEAM OF SANDEEN COLLEGE OF ART

CHRISTINA HERNANDEZ

Team Leader

ALEX MAZZEO

Team Member

LENA SCHWALLENBERG

Team Member

SAVANNAH WOODALL

Team Member

OUR VALUES

Innovation

Sandeen College of Art works to provide students with unique opportunities through cutting-edge services and products.

Diversity

SCA is dedicated to celebrating students from diverse backgrounds and experiences while promoting multicultural learning.

Integrity

Integrity serves as the core principle for SCA's academic community. Faculty, staff, and students are held to the highest levels of integrity in every aspect of their work.

Respect

SCA continuously works to create a respectful environment that upholds the rights of everyone.

Social Responsibility

SCA prides itself in being an institution that is aware of the role it plays in society and its contribution.

ROOTED IN THEORY

In order for our student leaders to excel in their work, they must first examine the roots behind their work. For that reason, the following training is rooted in theory and literature, with the intention of efficiently developing our Resident Assistants.

Using literature and theory that is grounded in research from multiple fields, our team has strategically devised an all-encompassing training that will help RAs grow personally and professionally.

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THE ESSENTIALS

Operational

- Administrative Tasks
- Paperwork

Community Building

- Programming
- Diversity & Inclusion

Conduct

- Campus Judicial Procedures
- Title IX, Sexual Assault & Harassment

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THE SUPPLEMENTALS

In an attempt to increase the value proposition of RA training at Sandeen College of Art, our team has come up with an innovate online course that serves as a supplement for the topics seen on the previous page.

Start Course

01

Managing Conflict
In this Module, RAs will learn the skills necessary to handle conflicts in the residence hall.

Module 1

Assessment
This Module provides a basic foundation for RAs to conduct assessments and utilize data to make improvements.

02

Module 2

03

Resiliency Training
RAs will learn skills that will help them avoid burnout and develop grit while responding to trauma.

Module 3

Accessible Programming
This Module focuses on how RAs can plan and implement inclusive programs for all types of populations.

04

Module 4

05

Customer Service
Following the FISH! Philosophy, RAs will gain exposure to this model and learn how they utilize it in their day-to-day interactions with residents.

Module 5

Professional Development
In partnership with the Career Center, RAs will identify how to sell the skills they have gained in this role.

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Module 6

07

Leading From Within
Based on the popular book, Strengths Finder 2.0, this module tackles group dynamics among RAs and how to utilize your strengths to produce effective teams.

Module 7

Module 8

Gen Z
This Module focuses on the specific needs of Gen Z residents and the most effective strategies for working with this population.

08

End of Course

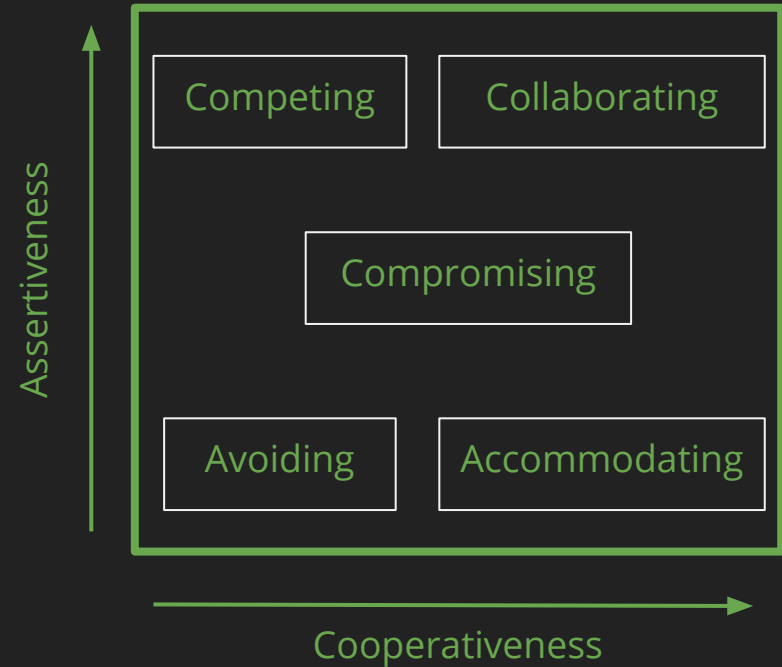# Module 1: Managing Conflict

Conflict Resolution Through Mediation

During your tenure as a Resident Assistant, you will encounter conflict - this is natural! Your students are in a new environment, living with new people in a place with a new set of rules. Conflict resolution skills are a critical aspect of fostering a safe, collaborative community.

The **Thomas Kilmann Conflict Mode Instrument (TKI),** seen to the right, provides an excellent framework to understand how you tend to manage a person's behavior in situations of conflict (Thomas & Kilmann, 1974). As part of this module, you will complete this inventory, explore different conflict management styles, and learn how to directly apply them in real-life scenarios.

Assertiveness

| Competing | Collaborating |

Compromising

| Avoiding | Accommodating |

Cooperativeness

Module 2: Assessment

TYPES OF ASSESSMENT

SCA Housing is only as strong as our weakest link. Assessment serves as a means of evaluating how your students are perceiving, enjoying & utilizing the programs you provide as an RA. In this module, you will explore the different types of assessment and learn how you might embed them into your everyday activities. After investigating the purposes of assessment, we will explore the steps of an assessment cycle (Henning and Roberts, 2016).

Tracking Usage
Counts the number of people or things.

Benchmarking
Compare yourself to other residence halls with similar populations.
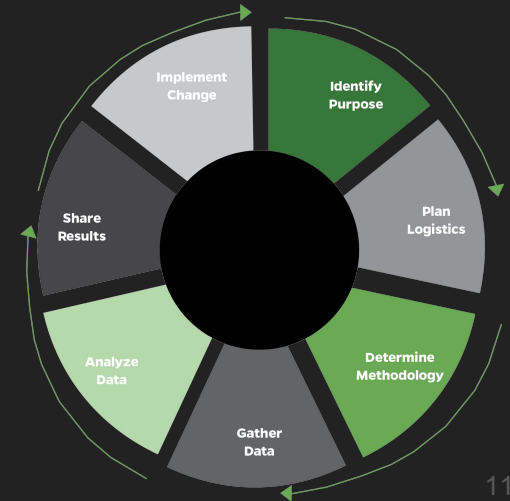
Satisfaction
Are your students happy with their living environment?

Needs Assessment
Ask your students what kinds of program they'd be interested in attending or what they wish they had a class on.

UP NEXT: THE ASSESSMENT CYCLE

Implement Change
Identify Purpose
Plan Logistics
Share Results
Determine Methodology
Analyze Data
Gather Data

Module 3: Resiliency Training

Navigating Trauma

Resident Assistants play a crucial role in responding to crises in the residence halls. Sometimes, you may be working with a resident who has gone through some type of trauma, such as dating violence, sexual assault, or psychological abuse. It is important to respond with compassion while also taking care of your own needs in doing so.

In this module, we will discuss **secondary traumatic stress**, which is "work-related, secondary exposure to people who have experienced… traumatically stressful events" (Stamm, 2010, p.13). We will then dialogue about ways you can develop emotional resilience and combat compassion fatigue.

Module 4: Accessible Programming

VISIBLE & INVISIBLE DISABILITIES

As an RA, it is important to actively work to create an inclusive environment for all residents, especially with your programming. This Module will discuss visible and invisible disabilities, with the goal of helping you create an environment where all residents feel safe, known, and valued.

In this Module, we will answer the following questions:

- *What are visible disabilities?*
- *What are invisible disabilities?*
- *Why is it important to know this as an RA?*
- *What are some ways you can create a program that is inclusive of both visible and invisible disabilities?*

Module 5: Customer Service

CUSTOMER SERVICE

As a Resident Assistant, you'll have the opportunity to interact with families, alumni, staff, students, and more. For many of these students and families, you are the first person they interact with at Sandeen College of Art. It is important to leave a positive impression and represent Housing in a professional light.

For this Module, RAs will develop customer service skills through the lens of the FISH! Philosophy, a technique coined by John Christensen in 1998 to better workplace culture (Boynes, 2007). This Module will also include tips on how to answer the on-call phone, speak with families, and answer emails professionally.

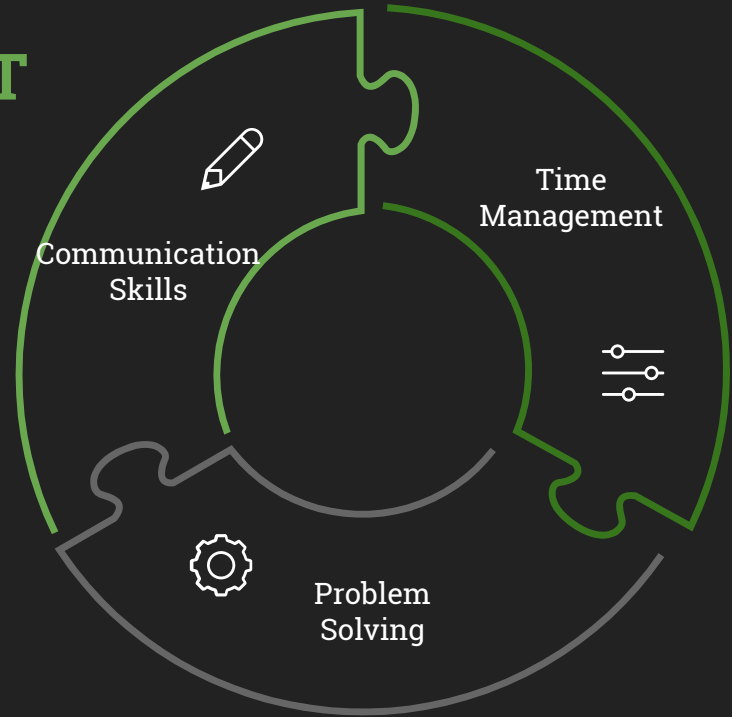| BE THERE | PLAY |
| CHOOSE YOUR ATTITUDE | MAKE THEIR DAY |

FISH! Philosophy Model

Module 6: Professional Development

PROFESSIONAL DEVELOPMENT

As a Resident Assistant, you have the unique opportunity to develop unparalleled leadership skills in your day-to-day work. In this important role, you will work to cultivate cohesive living environments, provide assistance with personal and academic concerns, mediate conflicts, and hold students accountable for SCA policies. This module will not only assist you in transferring these experiences to a resume, but help you in talking about your role during future interviews.

Communication Skills

Time Management

Problem Solving

Module 7: Leading from Within

Gallup's CliftonStrengths

Gallup's CliftonStrengths is a personal assessment designed to help you make the most of your talents. By capitalizing on your own unique strengths, you can help promote student success and personal growth across your residence hall.

To begin, click the link below and enter your access code: SCA_RA_LastName

After completing the assessment, you will answer the following questions:

1. *According to the CliftonStrengths assessment, what are your top 5 strengths?*
2. *How can you use one of your top 5 strengths, practically in your role as an Resident Assistant?*

Module 8: Generation Z

GENERATION Z

Digital Natives

Because Gen Z are connected online - often more than 10 hours a day - our RAs need to adjust programming and engagement techniques. Their top platforms? Snapchat and Instagram. RAs can use social media to market programs and engage residents more effectively than flyers.

Multitaskers

According to statistics gathered by Common Sense Census, 50% to 76% of Gen Z students report that they listen to music, send text messages, watch TV, or use social media while doing homework, and they likely engage in programs in the same way. Ensuring there are many different activities to engage in will keep students active and present.

Undefined ID

Gen Z students are more focused on expressing their own individual truths and understanding others'. They avoid being categorized or labelled, and they are much more socially conscious and focused on inclusion of all identities. RAs should find ways to help students make meaning of their experiences, and they shouldn't shy away from critical conversations.

Altruism

60 percent of Gen Z would like to have a job that makes the world a better place, while 76 percent are working about the environment. Giving them opportunities to serve the greater community or to demonstrate their impact on their campus will help them feel more connected to your institution.

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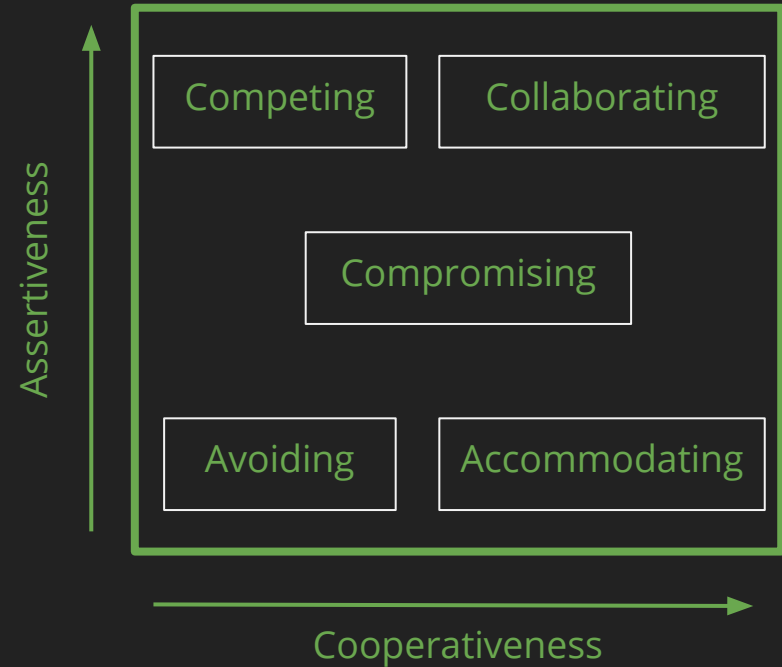
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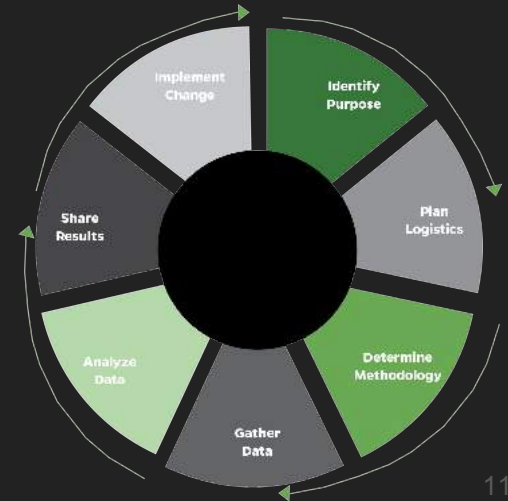
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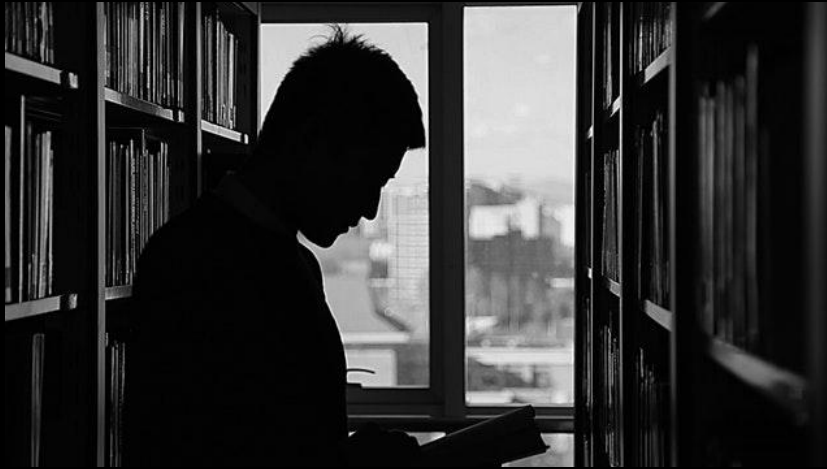
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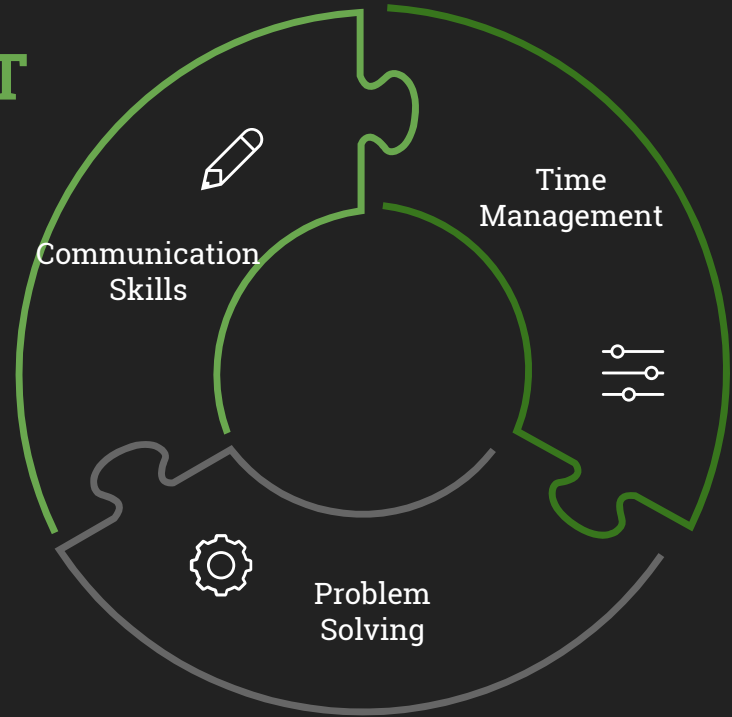| BE THERE	PLAY
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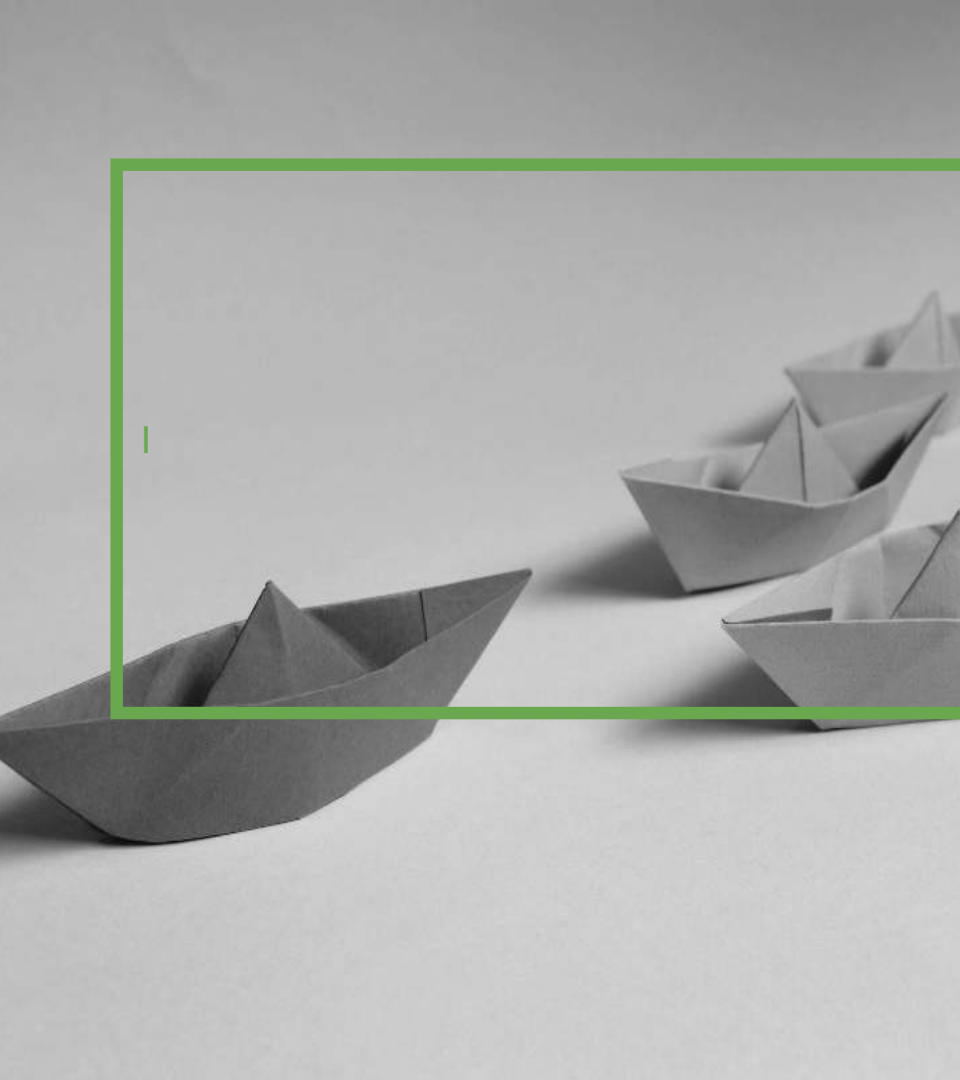
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