

Empowering Classified Staff to Understand the Critical Role They Play To Achieve the College's Mission & Support Student Success

Foothill College
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Foothill College
Upgrade. Advance.

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Building Campus Communities to Support Student Engagement



Tom Brown
California Classified Senate
Leadership Institute
June 4, 2015



Thomas Brown & Associates
Leveraging Knowledge, Change, and Diversity
www.tbrownassociates.com

Major conference themes

- Highlight the vital role that Classified Staff play to increase success for students and colleges and why professional development is essential;
- Consider issues of equity and the needs of today's increasingly diverse community college students;
- Address issues of Leadership and Change.
- Solve the Mideast Crisis!

Reexamine the unique mission and distinctive challenges facing community colleges.



Mission of California Community Colleges

- The **primary purpose** of a California Community College is to **foster student learning and student achievement**.
- **Resources, programs, and services**, whenever, wherever, and however delivered, **[must] support student learning and achievement**.

Association of California Community and Junior Colleges



CLI 2015 Conference Strand:

Asking Ourselves "Why on Earth are We Here:" Our Role in Student Success...



Investing in Staff for Student Retention
(Education Support Professionals-ESPs)

ESPs—technical, clerical, skilled crafts, service, and maintenance workers—work closely with students and postsecondary institutions must invest in staff development to enhance student retention.

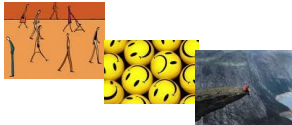
Patricia Farrell, 2008

Increasing student persistence is a continuing concern in higher education...



Why do students leave college?

Isolation



Inability to connect with significant members of the campus community....



The Key Point

What happens to students after they enroll frequently has a more powerful impact on whether they stay and achieve their goals or leave.

Leaving College
Vincent Tinto 1987, 1993

It takes a campus community to support student success....



YOU influence student success

When you simply smile during a seemingly unimportant interaction, you are influencing a student's likelihood to succeed.



When we asked students to think of a specific critical incident or moment that had changed them profoundly, four-fifths of them chose a situation or event outside the classroom.

Richard Light, Harvard University
Making the Most of College, 2001

Community College Student Priorities 2013

(Noel-Levitz)

192,000 students from 192 community colleges

Instructional effectiveness	6.22	} <u>Outside</u> the classroom
Registration effectiveness	6.20	
Academic Advising/Counseling	6.18	
Concern for the individual	6.12	
Academic services	6.09	
Admissions and financial aid	6.09	
Safety and security	6.05	
Student centeredness	6.02	
Campus climate	6.01	
Service excellence	6.00	
Campus Support Services	5.51	

A Culture of Success:
The Importance of Support Staff

The reality is that support staff is one of the primary cornerstones when building a culture of success.

Any support staff position that interfaces with the public becomes the organization.

Don Kottick, 11/23/08



Students don't have interactions with a college, they have encounters and interactions with **YOU**.



CLI 2015 Conference Strand:

Addressing Equity: The Changing Face of Our Campus



We must understand who our students are today....



The American college campus is one of the very few places on earth where people from so many diverse backgrounds come together for a common purpose.



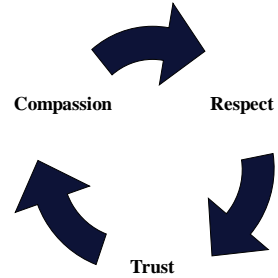
The other is the American workplace.

The more education any one of us gets the better off we all are.

"The American Community College:
From Access to Success"
George Boggs, President, AACCC, 2011



Increasing student success



The simplest and least expensive way to retain students of all backgrounds?

Provide them with compassion, dignity, and the knowledge that, if they are drowning, someone will throw them a life jacket....



Professor Monica Kluszkowski,
University of North Georgia
Chronicle of Higher Education, 5.10.14



CLI 2015 Conference Strand:
Office Climates and How to Thrive

- Leadership
- Communication--collaboration



Leadership

Leadership is an interactive activity: leaders depend on followers and vice versa.

Followership?

The willingness to

- Cooperate in working toward the accomplishment of the institutional mission,
- Demonstrate a high degree of teamwork,
- Build cohesion among the group.

Leadership & Followership

Without followers, would there be leaders? Who would they lead? Who would become leaders if they were not first followers?

Boatman, 1997; Gini, 1997

In the African Centered Leadership-Followership construct, neither leader (*shemu*) nor follower (*shemu*) is superior to the other; they are opposite sides of the same coin.

Uhuru Hotep, 2010

Leadership & Followership

Effective followers can be more effective to an organization's success than leaders.

Bennis, 1994; Kelly, 1992



Members of the campus community must always remember that they are members of a proverbial village....

Increasing Persistence
Habley, Bloom, Robbins, 2012



A Community College

A College Community



We cannot provide an environment that engages students unless we are engaged with each other as colleagues.

Moises Almandariz, Dean
Mountain View College (TX)
Director of HSI Initiatives, Hartnell College

Critical Issues for Classified Professionals

- Lack of respect
- Too many responsibilities
- Inability to focus on our work



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What Staff Need from Leaders

- #1 Feel Valued and Respected
- Fair compensation
 - No unconscious bias allowed
 - Transparent relationship
 - Freedom to share opinions and differing points of view.

"6 Most Important Things Employees Need From Leaders to Reach High Potential," Glenn Llopis, *Forbes*, 9/30/13



Respect

Latin root: "spec": to see...

Respect: a feeling or **understanding that someone is important**, serious, etc., and should be treated in an appropriate way.

Merriam-Webster Dictionary

Self-Validation

Getting validation from others is only one part of the equation. **We also need to be able to validate, support, and help ourselves.**



Self-Validation

- Before seeking external validation, ask yourself, "What do I hope this person tells me?" Then tell it to yourself.
- **When you regularly praise yourself, self-validation becomes a habit you can depend on when you need it the most.**

The Tiny Buddha's Guide to Loving Yourself
Lori Deschene

Self-Validation

When you're different, sometimes you don't see the millions of people who accept you for what you are. All you notice is the person who doesn't.

Jodi Picoult, *Change of Heart*



Self-Validation

An amazing thing happens when you stop seeking approval and validation: You find it.

People are naturally drawn like magnets to those who know who they are and cannot be shaken!"

Mandy Hale, *The Single Woman: Life, Love & A Dash of Sass*



Learn to be your own cheerleader....

Thinking Critically

Descriptions

Based on **Facts** that can be proven true.

Judgements

- Based on **Opinions** that reflect a person's feelings or views.
- They may, or may not, be true

Thinking Critically

Reasoned judgments:

- Share similarities to facts and opinions.
- They are statements of a person's opinion or point of view
- They are supported by reasons and evidence.

When we believe we are right about something or someone, we assume we are right...

Even to the point where we will destroy relationships in order to defend our position.

The Four Agreements, Don Miguel Ruiz

Your opinion is only your point of view.

It is not necessarily true.



Is there a possibility??

100% of the time there's a possibility that you are both "right."

Count the Fs...



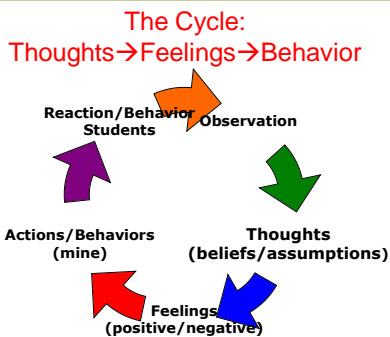
100% of the time
there is a possibility
that you are both "right!!"

Problem solving is blocked when a
person is determined to be right.

It's my way or...

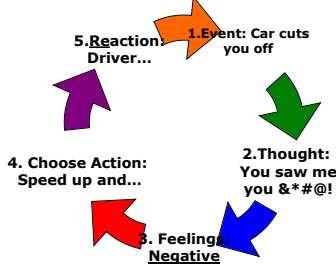
Sometime, other people perceive our
actions to mean something different
from what we intended.

We should understand and consider
that when they react as they do....



Nothing has any meaning
except the meaning you give it...

The Cycle:
Thoughts→Feelings→Behavior



Our response....

He made me...

She made me...

A key question:

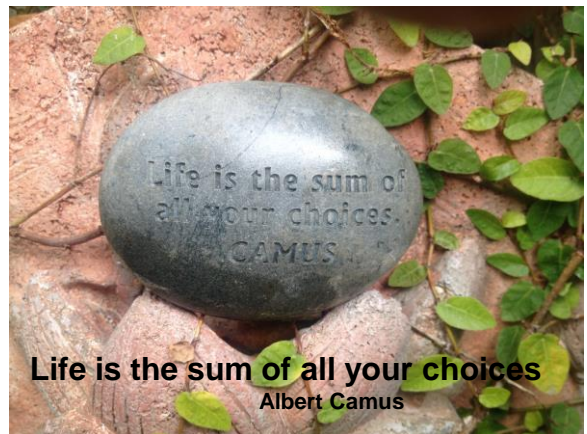
Will what I am about to do or say bring me closer to this person or move us farther apart?

The Cycle:
Thoughts→Feelings→Behavior



Your reaction is your choice

Never give up your power to choose your thoughts and actions....



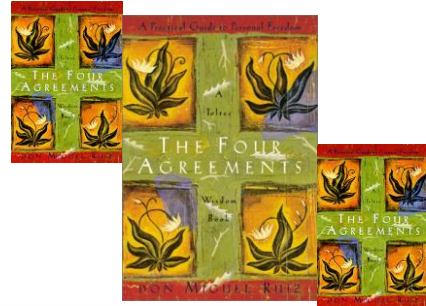
Life is the sum of all your choices
Albert Camus



In order to care for others,
you must first take care for yourself!



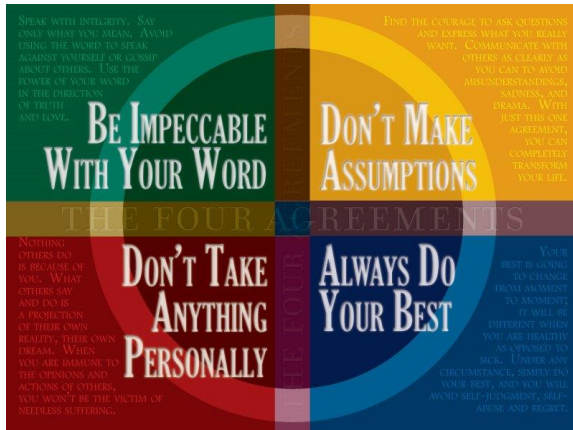
The Four Agreements Don Miguel Ruiz



Be Impeccable With Your Word

- Speak with integrity
- Say what you mean
- Avoid speaking against yourself or to gossip about others
- Use the power of the word in the direction of truth and love

Is what I am about to say going to bring me closer to this person or push us farther apart?



Take Nothing Personally

- Nothing others say and do is because of you.
- When you are immune to the opinions and actions of others, you won't be the victim of needless suffering.

Your opinion of me is none of my business...

Les Brown

Make No Assumptions

- Find the courage to ask questions and to express what you really want.
- Communicate with others clearly to avoid misunderstandings, sadness, and drama.

Ask for what you want and need....

Do the Best You Can

- Your best is going to change from moment to moment; it will be different when you are healthy as opposed to sick.
- Under any circumstance, simply do your best and you will avoid self judgment, self-abuse, and regret.

No matter how many mistakes you make, or how slow you progress, you are still way ahead of everyone who isn't trying....

Tony Robbins



CLI 2015 Conference Strand: Office Climates and How to Thrive

- The Elements of Change



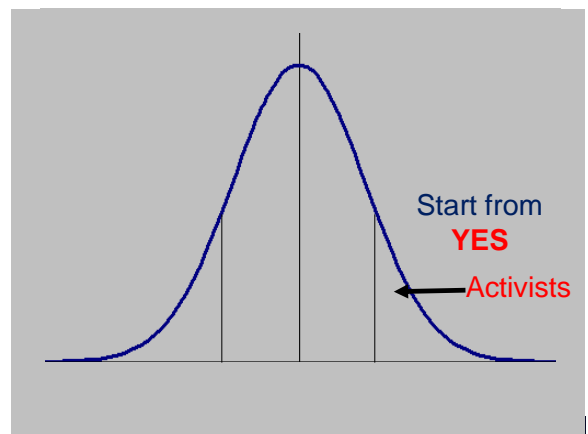
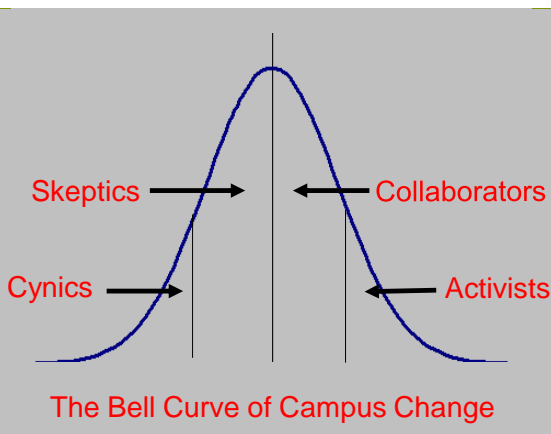
Trying to change a college is like trying to move a cemetery...

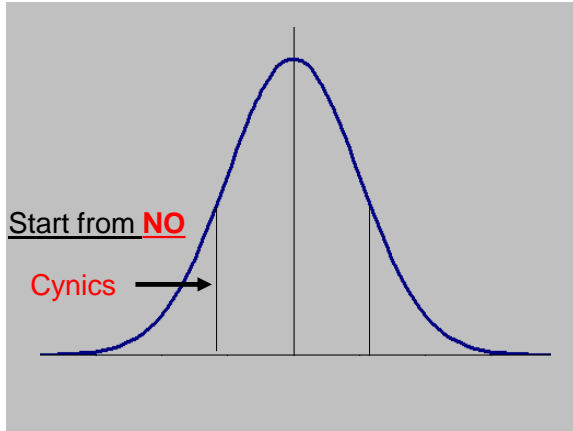


- You have to move a lot of dirt;
- Know where the skeletons are buried;
- You don't get much internal support.



The Bell Curve of Campus Change

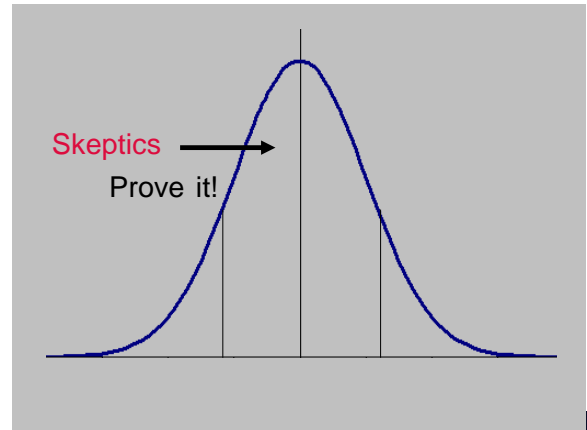
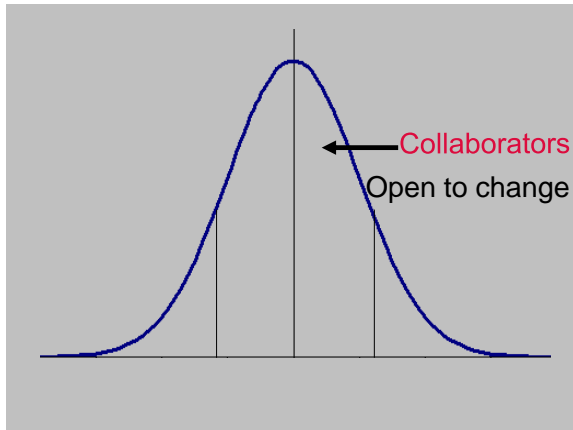




A **cynic** is a person who,
when s/he smells flowers,
looks around for a coffin.



H.L. Mencken



Where to focus?

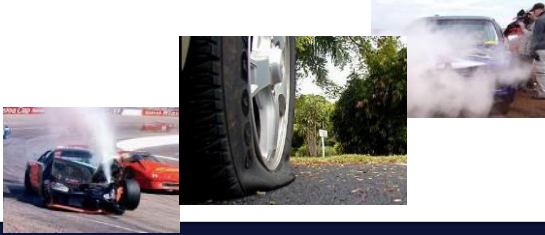
Skeptics are often devil's advocates,
who may be **collaborators in disguise**
or in the making...



Sometimes a journey of 1000 miles
begins with...

Sometimes a journey of 1000 miles begins with...

A flat tire and a blown radiator.



Institutions can't change....

Institutions change when individuals create change in their spheres of influence, wherever those might be.



We need to be the change we want to see happen.

M. Gandhi

