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Excellence in Leadership Program – UCCS Session

Developing Trust and Organizational Effectiveness, Chancellor Shockley-Zalabak

Leadership lessons learned brainstormed by the 2015-2016 Excellence in Leadership Program cohort during the October workshop.

- I didn't know what they were looking for (active listening)
- Procedures… what procedures?
- Metrics… are we there yet?
- Leader – who is in charge?
- Culture change – we've always done it this way…
- It's not all about me/us/them
    - Trade offs
    - Compromise
    - Win/win
- Respond quickly
- Problems won't just go away
- Email caution
- Exit strategy for situations (not avoidance, but for when critical conversations fall apart)
- Ask questions
- Importance of working together intentionally toward a share goal
- 1 person (personality) can shift an organization
- Walk the talk
- Understand an organization before trying to change
- Plan a change
- Emotional tone of an organization matters (eg, trusting)
- Diverse perspectives and skill sets are important
- Ask Questions
- Importance of working together intentionally toward a shared goal
- Recognizing and valuing work and opinions
- Accept you do not have all of the answers
- Finding balance between subject experts/appropriate and lay people in building team
- Recognize when situations are beyond your control
- Do not take things personal, "be passionate, but have a thick skin"
- Listen
- Clear communication – over communicate
- Collaboration
    - When it works – feels great!
    - When it does not – draining
    - Lots of effort to make it work… but worth it
- When times get tough -> stick together
- Hire people smarter than you
- It's not about you -> it's true!
- Take time to ask questions… not always about jumping to solving… support the questioning process