

There's an Elephant in the Room...: Notes from roundtable discussion

Training:

- 1. 9 day training program – end of August**
 - a. Pretty intense, two day retreat into the mountain**
 - b. Role modeling, goal setting, team dynamics, a lot of staff “together” time**
 - c. Sessions on conflict resolution, mediation, empowerment, communication skills**
 - d. Seniors and new staff are divided**
 - e. Behind Closed Doors ☺**
- 2. Techniques to keep attention**
 - a. BCD last day of training**
 - b. Mid-week is facility work and what's available to the students**
 - c. A few breaks in there (9-5), then an hour or two to themselves and then teambuilding/staff mandatory fun**
- 3. Mandatory fun and reactions**
 - a. Received differently**
 - i. Bowling rocked, most people had fun as there were also video games and billiards**
 - ii. some staff see it as “getting in the way” of other tasks that they need to complete**
 - iii. Doesn't allow for move-in acclimation time**
 - iv. Staff Video assignment**
 - 1. scavenger hunt**
 - 2. superhero theme**
 - v. kickball**
 - vi. laser tag**
 - vii. bear watch**
- 4. Option to make mandatory fun an option**
 - a. So long as their work is getting done**
- 5. In-service training vs. Second week (or so) of training**

- a. In-service**
 - i. Quality of life, peer evaluations are gone over**
 - 1. tends to be a sobering experience, but goes well with goal setting and ways of improvement – ways to carry energy through the rest of the year**
- b. January/Spring training**
 - i. Staff takes care of presentations**
 - 1. Must submit and be selected**
- c. Combo: In-Service and Spring training**
 - i. Mixed results**
 - 1. Some feel it's good to be in the loop, some feel it is unnecessary**
 - 2. Reception has deteriorated over time because of repetition**
 - 3. Suggestion:**
 - a. Mix up what is being presented on and not repeating**
 - b. Have staff present to themselves**
 - c. Provide them with more opportunities to do more**

To Hire, Re-hire... or not

- 1. Returners**
 - a. Application and presentation (rather than carousel) on a range of assigned topics**
 - b. Time line runs the same with the new staff hiring**
 - c. Lesser sense of entitlement**
 - d. Conversations ahead of time to let someone know in advance that they will not be hired back (approximately a 33% return rate)**
 - e. ENTITLEMENT!!!**
 - i. People showing up in sweatpants and pajamas**

- ii. If essays were insufficient, they were sent back to be further developed and the ball was in their court
 - iii. Portfolios are a good idea
 - 1. some student staffs fear change though and kind of reject/rebel against it
 - iv. Some of the best employees are nervous about rehire, but the ones that are lacking are the ones that are calm and feel that sense of entitlement
 - v. Some that were not rehired were not happy about finding out by letter, prefer to be told via phone or face to face
2. A great question to ask is “What steps are you going to take to maintain your energy?”

Mid-Year Slump ☹

- 1. Gossip/Drama and what contributes to it
 - a. Address it directly
 - b. Direct people to the proper resources for information
- 3. How quickly is it being heard about?
- 4. Facebook/Myspace creating part of the problem
- 5. dating
 - a. tricky
 - b. policies against staff dating? -- there really isn't too much that can be done, but there can be good conversations regarding conflicts of interest and various problems that can arise
 - c. encourage staff to speak to pro-staff first (or mandate that they speak to us first)
- 6. increase expectations
 - a. running staff meetings
 - b. stepping up programming
- 7. Recharging staff?

- a. Team-builders during weekly meetings/training sessions**
- b. Catch up on something that wasn't covered during training**
- c. Simply being with staff and not doing anything job related – decompression time**
- d. Getting them off campus**
- e. Programming Resource Center to keep ideas fresh so they don't get burned out on the process**
- f. Appreciation Days**
- g. Flexibility of spending \$ on them**
- h. Holding their duty cell phones for them from 8:00 PM to 10:00 PM (even though not much happens during these hours, it makes them feel good)**

Recruitment

- 1. Decisions have been done a little later – selection process is done throughout the entirety of spring**
- 2. movement to recruit the more laid-back students rather than the eager beavers as they make themselves apparent anyway**
- 3. Selection for re-hire?**
 - a. Process can be too long; requirements to entertain X amount of resumes but not getting the needed amount**
 - b. Personal approach, get input from RAs who are already there**
- 4. Waitlist**
- 5. Changing marketing to accept resumes on a rolling basis**