NCLA Biennial Conference 2019
Conversation Starter: It’s Lonely at the Top (But it doesn’t have to be)
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Pros and Cons to being at larger institutions and smaller institutions.
Large institutions: branch managers not at the table to make decisions, but have resources
Smaller institutions: have voice but maybe not as many resources
Difficulties in being branch manager at location with administration: increased oversight, not as much autonomy, but also increased access to administration.

Tied with county: great in terms of facilities to fix things, etc but also have to get approval to do things

Difficult to move into management when you’ve been a coworker with people you now supervise.
Difficult in general when you have things in common with people and have to draw boundaries so you aren’t seen playing favorites.

Documenting interactions: especially in situations where you need to document behavior of someone. Came up specifically when discussing now supervising someone who also applied for job and is bitter they didn’t get the promotion. It’s possible to use documentation both to communicate with the person, specifically via email so there is a written record, and to keep as internal record if needed. Documentation via email communicant can also help with miscommunications or to rebut “I didn’t know about that” and you can show an email went to that person.

When people you supervise go over your head. Don’t assume you know who it was. Talk with everyone if you are going to talk to someone.
Address things head on.

Regular one-on-ones mean staff expect it and don’t feel like meeting with you is a Big Deal/being called to principal’s office.

In one on ones: some ask their reports to come with specific pieces of information. Another system is a notebook with sections for each employee or a googledoc for each employee as a way of tracking: things you need to talk to person about, what has been said, foundation for documentation if needed.

One person’s mantra, kept at their desk: Cultivate Vision. Take Action. Be Brave.

Tools:
Strengthsfinder (now known as CliftonStrengths)

Design Thinking book camp
Human Centered Design, Human Centered Design Acumen

The last two were suggested by Alexia Riggs at Campbell University

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