

The Colorful Hats of a Program Director



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Outcomes

1. Identify challenges faced by program directors.
2. Describe personal tools (skills) that can be used to overcome these challenges.
3. Identify one or more resource(s) for Program Directors.



Agenda

- ▶ Perceptions on the role of a Program Director (PD)
- ▶ Realities of the various roles of a PD
 - ▶ **Administrative focus**
 - ▶ Student interactions
 - ▶ Miscellaneous (you did what today?)



Role of a PD

- ▶ Position description includes the following:
 - ▶ Teaching
 - ▶ Administration (direct the Program)
 - ▶ Reaccreditation
 - ▶ Research/Scholarly Activity
 - ▶ Service
 - ▶ Personal and Professional Development



Role of a PD

- ▶ What we expected:
 - ▶ Teach courses in which I am expert
 - ▶ Address occasional student, faculty, staff issue
 - ▶ Budget management with transparency and detailed monthly budget reports
 - ▶ Represent the program on various college administrative committees and other venues



Administrative Focus



STORM CHASER



- ▶ Definition
 - ▶ Broadly defined as the pursuit of any severe weather condition or "stormy" situation
- ▶ Responsibility of PD
 - ▶ Oh! There will be storms that you must pursue & control!
 - ▶ They will sometimes be daily and other times random



STORM CHASER

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Flexibility with the situation and your day
 - ▶ Critical thinking of a solution to the problem



LAWMAKER



- ▶ Definition
 - ▶ One who makes laws (duh) or one who creates laws (policies) trying to prevent future problems from developing
- ▶ Responsibility of PD
 - ▶ Oversee the policies and regulations of the program



LAWMAKER

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Crafting laws (policies) that will cover current & future situations; involves thinking broadly and long-term
 - ▶ Asking other MLT/MLS programs about their policies that could be applicable to your needs



PEACE KEEPER

- ▶ Definition
 - ▶ A person who maintains or restores peace and amity
- ▶ Responsibility of PD
 - ▶ You sometimes have to be the bigger person if it is in the best interest of your program



PEACE KEEPER



- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Clarification of both sides of the discussion
 - ▶ Effective listening
 - ▶ Professionalism



EVENT PLANNER

- ▶ Definition
 - ▶ A person whose profession is the planning of social events, as parties and fundraisers
- ▶ Responsibility of PD
 - ▶ You will have to plan events for your program
 - ▶ Small gatherings to large galas



EVENT PLANNER

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Pay attention to the **details**
 - ▶ Organize (keep a binder)
 - ▶ Seek help from others with skill set (event committee)
 - ▶ Have a capable and effective administrative assistant to help you



ELOQUENT WRITER

- ▶ Definition
 - ▶ One who writes (or types) volumes of emails, letters and documents
- ▶ Responsibility of PD
 - ▶ Respond to student/colleague emails, write recommendation letters, and address university & NAACLS documentation



ELOQUENT WRITER

- ▶ Narrative
 - ▶ Sometimes associated with *Running Man with Hair on Fire* as you get closer to deadlines or overlooking letters/emails
- ▶ Skills necessary to be an effective writer
 - ▶ Write your thoughts down first & then edit second
 - ▶ Keep in mind your audience or what you are writing about
 - ▶ Be concise and clear in your wording



ENTREPRENEUR & MARKETER



- ▶ Definition
 - ▶ Entrepreneur: A person who organizes and manages an enterprise
 - ▶ Marketer: A person that advertises or promotes something
- ▶ Responsibility of PD
 - ▶ Encouraged to develop new programs/tracks to "advance the excellence of the university" and "to increase enrollment"



ENTREPRENEUR & MARKETER

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Know your product well and know your limitations better
 - ▶ Be convincing in discussions as to what your needs are to get started
 - ▶ Develop marketing resources/contacts (as this is not our background)



DEFENDER

- ▶ Definition
 - ▶ Defends the accused (or program)
- ▶ Responsibility of PD
 - ▶ Defend your faculty, staff and students as appropriate
 - ▶ Defend your actions and decisions



DEFENDER

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Be prepared (e.g. do your research, prepare presentation/documentation, role play, have great allies)
 - ▶ Have confidence and passion



Student Interactions



WITNESS

- ▶ Definition
 - ▶ A person who attests to a fact or event; one that has personal knowledge of something
- ▶ Responsibility of PD
 - ▶ Know everything associated with your Program, be observant on student behavioral patterns and be a good note taker



WITNESS

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Accurate account of instances; avoid hearsay from others
 - ▶ Have someone else present along with you to observe the behavior
 - ▶ Document, document, document!



COUNSELOR



- ▶ Definition
 - ▶ A person who gives advice, typically someone who is an expert in a particular field or with life experiences
- ▶ Responsibility of PD
 - ▶ Your advice or wisdom will be sought out by everyone from students, faculty, and colleagues



COUNSELOR

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Empathetic listener
 - ▶ Don't be quick to solve the problem
 - ▶ Tissues and/or chocolate



Miscellaneous



INTERIOR DESIGNER



- ▶ Definition
 - ▶ Act or practice of planning and supervising the design and execution of architectural interiors and their furnishings
- ▶ Responsibility of PD
 - ▶ You are ultimately responsible for your Program's physical space



INTERIOR DESIGNER

- ▶ Narrative
- ▶ Skills necessary to be successful
 - ▶ Patience and skill with a tape measure
 - ▶ Being able to convince others to help you (e.g. capable administrative assistant or husband/wife)
 - ▶ Watch a lot of DIY Network
 - ▶ Expect the unexpected to happen most of the time



GROSSNESS PATROL

- ▶ Definition
 - ▶ A person or group of people sent to keep watch over an area, laboratory specimens or graphic patient images; (Anything that a MLT or MLS might say is cool, but others find nauseating)
- ▶ Responsibility of PD
 - ▶ Keeping your cool when others are coming unglued; if no one else steps forward, then you must do it



GROSSNESS PATROL

- ▶ Narrative (cool, yet gross)
- ▶ Skills necessary to be successful
 - ▶ Compassion for those who are disgusted or nauseated by the sight or smell in the laboratory
 - ▶ Strong stomach



In Closing

- ▶ Resource(s) for Program Directors
 - ▶ **Fellow MLT/MLS colleagues**
 - ▶ Fellow PD's within college/university
 - ▶ Cultivate a network of colleagues such as legal office, financial aid, counseling center, etc. to help



In Closing

Embrace the
unexpected and you
may find skills you did not
know you had!

