"Naked Emperor" to Promote Organizational Success

Scott Owczarek
University Registrar
University of Wisconsin - Madison
Scott.Owczarek@wisc.edu

Keri Allard
Assistant Registrar
Student Services
University of Wisconsin - Madison
Keri.Allard@wisc.edu

Monday's Feature

Agenda
1. Welcome
2. Building Relationships
3. Building Teams
4. Organizational Success

Sociabilis Philosophy
1. Discussion style presentation
2. Step up to ask questions
3. Take a nap and put away your phone

Diversity of Challenges

Just In...Counseling Actually Works

A Win for the Office of the Registrar

Lessons Learned

Key Take Aways

- Acknowledge and interact with your communications
- Acknowledge diversity and differences
- Collaborate with others
- Understand and value the uniqueness of individuals
- Encourage and support the growth of others
- Communication is key
"Naked Emperor" to Promote Organizational Success

Scott Owczarek
University Registrar
University of Wisconsin - Madison
Scott.Owczarek@wisc.edu

Keri Allard
Assistant Registrar Student Services
University of Wisconsin - Madison
Keri.Allard@wisc.edu

Monday's Feature

1. Transitions
2. Building Relationships
3. Building Teams
4. Organizational Success

Session Philosophy
1. Discussion style presentation
2. Stop us to ask questions
3. Take a risk and put away your phone

University of Wisconsin - Madison Facts

- Founded: 1848
- Ranked #1 nationally in research expenditures
- Total Students: 43,819
  - Undergraduates: 31,614
  - Graduate: 8,952
  - Professional: 1,036
- Number of Schools and Colleges: 13
- Number of Degrees Awarded Annually: 10,000+
"Naked Emperor" to Promote Organizational Success

Scott Owczarek  
University Registrar  
University of Wisconsin - Madison  
Scott.Owczarek@wisc.edu

Keri Allard  
Assistant Registrar Student Services  
University of Wisconsin - Madison  
Keri.Allard@wisc.edu
Monday's Feature

Agenda
1. Transitions
2. Building Relationships
3. Building Teams
4. Organizational Success

Session Philosophy
1. Discussion style presentation
2. Stop us to ask questions
3. Take a risk and put away your phone
University of Wisconsin - Madison Facts

Founded 1848

Ranked #4 Nationally in Research Expenditures

Total Students: 43,389
  Undergraduate (29,580)
  Graduate (9,002)
  Professional (2,725)
  Specials (2,082)

Number of Schools and Colleges: 13

Number of Degrees Awarded Annually: 10,000+
Guy in Sneakers Arrives

Hey Folks—
I’ll be your new team lead!!
Diversity of Challenges

Student Services Staff
- Opposed to change
- Lacking up to date skills
- Used to different leadership style

Leadership Styles
- Three new leadership members hired from the outside
- Mixing the old and new
- Backgrounds, expectations, management style
- Communication & Learning Styles
Change has a bad reputation in our society. But it isn’t all bad – not by any means. In fact, change is necessary in life – to keep us moving ... to keep us growing ... to keep us interested ... Imagine life without change. It would be static ... boring ... dull – Dr. Dennis O’Grady
Just In...Counseling Actually Works

- Used third party resource
- Created a safe environment
- Broke down walls and barriers
- Resolved complex issues
- Allowed for ‘Vegas Conversations’
The Ladder of Inference

- I take actions based on my beliefs
- I adopt beliefs about the world
- I draw conclusions
- I make assumptions based on the meanings I added
- I add meanings [Cultural and Personal]
- I select “Data” from what I observe
- Observable “data” and experiences

Action
Beliefs
Conclusions
Assumptions
Meanings
Select
Observe

Reflexive Loop
Our beliefs influence what we observe
VAK

• Visual:
  a visually-dominant learner absorbs and retains information better when it is presented in, for example, pictures, diagrams and charts.

• Auditory:
  an auditory-dominant learner prefers listening to what is being presented. He or she responds best to voices, for example, in a lecture or group discussion. Hearing his own voice repeating something back to a tutor or trainer is also helpful.

• Kinesthetic:
  a kinesthetic-dominant learner prefers a physical experience. She likes a "hands-on" approach and responds well to being able to touch or feel an object or learning prop.
<table>
<thead>
<tr>
<th>Visual</th>
<th>Auditory</th>
<th>Kinesthetic</th>
</tr>
</thead>
<tbody>
<tr>
<td>These learners will respond to and use phrases such as:</td>
<td>These learners will respond to and use phrases such as:</td>
<td>These learners will respond to and use phrases such as:</td>
</tr>
<tr>
<td>• I see what you mean.</td>
<td>• That rings a bell.</td>
<td>• That feels right.</td>
</tr>
<tr>
<td>• I get the picture.</td>
<td>• I hear what you're saying.</td>
<td>• How does that grab you?</td>
</tr>
<tr>
<td>• What's your view?</td>
<td>• That sounds OK to me.</td>
<td>• Let me try.</td>
</tr>
</tbody>
</table>

Engage visual learners by using diagrams, charts and pictures.

Engage auditory learners by stressing key words, and telling stories and anecdotes.

Engage kinesthetic learners by including physical activities and "hands-on" tasks.

https://www.mindtools.com/pages/article/vak-learning-styles.htm
A Win for the Office of the Registrar

- Relationships were rebuilt
  - Trust
  - Honesty
- An effective working team
  - Ability to handle organizational change
- Using win to create a streak
Lessons Learned

- Continuous Check-ins
- Acknowledge Challenges
- Re-establish Trust in Relationship
- Create an Agreeable Resolution
- Commitment to a Positive Outcome
Lessons Learned

1. Continuous Check-ins
2. Acknowledge Challenges
3. Re-establish Trust in Relationship
4. Create an Agreeable Resolution
5. Commitment to a Positive Outcome
Key Take Aways

- Acknowledge and understand your communication style
  - VAK
- Awareness of potential inferences
- Continue to check in
  - Continued Vegas style conversations
  - Check in on yourself
- Understand there will be continued work
- Commitment to positive outcomes
Ask the Editors

Contact Information
Scott.Owczarek@wisc.edu
Keri.Allard@wisc.edu