

# Things To Consider

## 1) Lead by example

People always like to see and appreciate a leader who knows how to also do the work and get their hands dirty, rather than boss people around.

## 2) A little humility goes a long way

TA leader shares the spotlight and is comfortable crediting others. While it might seem counterintuitive, being humble takes more confidence than basking in glory.

## 3) Communication is key

Effective communication is imperative, both in the office and in life. Great leaders make sure they are heard and understood, but they also know the importance of listening. Communication is a two-way street

## 4) Be emotionally aware

Being a leader, and business, is primarily about the relationships you build and maintain. To ensure they last, its great to be emotionally aware-- to be sensitive to different points of view and different backgrounds.

## 5) Know your limits

As a leader, setting boundaries can be beneficial. Knowing your limits and what you'll tolerate will save time and confusion for everyone.

# C.A.S.E.

Campus Activities and Student Engagement

Looking for things to do on campus? Check out all that Campus Activities has to offer at UMaine.

Consider joining our Campus Activities Board to put on programs across campus!

Just want to kick back for a relaxing evening? Head on over to our free weekly Kickin' Flicks movie!

**5748 Memorial Union, Room 149  
Orono, Maine 04469**



# Leadin' The Way

## TIPS & TRICKS

As a leader, communication skills are vital to all facets of your work. Whether you are facilitating a meeting, attending a meeting, or even working one-on-one with peers and administrators, effective communication is of utmost importance.



## Questions to Ponder

---

Using questions is a great way to promote openness, productivity, and creativity in both group meetings and one-on-one discussions. They provide effective means to begin productive discussions, clarify understanding, and also to come to closure. Using open-ended questions, those that cannot be answered with a simple "yes" or "no" or by supplying a fact, allows facilitators to draw out a variety of opinions and stimulates further conversations and dialogue. Below are some examples of open-ended questions that will help you do this.

- What is your reaction to that?
- How can this process be improved?
- What alternatives do we have?
- what suggestions do you have for...?
- How does that relate to our goal/mission of...?
- What do other in the group think?
- What has worked well in the past?
- Tell me more about...

## Tips and Tricks



### For Effective Communication...

- Listen actively and intently
- Ask questions
- Have fun-not everything needs to be serious
- Give constructive feedback
- Don't express an opinion as fact
- Explain your reasons
- Restate the original idea
- Compliment another's idea
- Respond, don't react
- Don't interrupt
- Critique the idea, not the person
- Be courteous
- Avoid jargon

### Presenting Ideas...

- Be aware of your body language
- Use humor that is project related
- Have patience!

### Online Communication

- Don't write when you're angry
- Re-read your message before sending
- Use emoticons and/or emotion words so that your tone is easily conveyed and understood
- Establish a time limit for replies so that everyone is on the same schedule
- Recognize in some situations, talking in person or over the phone may be easier
- Not all communication can happen effectively through email or instant-messaging
- Make sure all group members are available for electronic communication so that each person is receiving the same information

## Resources On Campus

Counseling Center  
(Free & Confidential)  
(207) 581-1392

Office of Multicultural Student  
Life  
(207) 581-1428

Office of International  
Programs  
(207) 581-3437

Dean of Student's Office  
(207) 581-1406

University of Maine Police  
Department  
(207) 581-4040

Office of Community  
Standards,  
Rights, & Responsibilities  
(207) 581-1409

Office of Financial Affairs  
(207) 581-1324

