

Building the Connection

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Introduction



- Assistant Director of Client Support
- B.S. Comp Science, M.S. Technological Sys. Mgt
- Client Support – support Faculty/Staff and Students desktop computers (registration, viruses, spyware, OS issues and more)

- Interests: Traveling, Real Estate, Family, Bowling, Sometimes working with computers 😊
- I could teach you where to find American food in Taiwan
- I would like to learn how to ocean kayaking.

Stony Brook Information

- Stony Brook University, 23,000 students, 10,000 faculty/staff
- Located 60 miles east of New York City. On the North Shore of Long Island
- 9,500 students living on campus, 77% of freshmen live on campus



Connections – Question 1.

- How do you make connections with students?

A. You hire them and leave them to solve solutions themselves

B. You talk to them about their personal life and classes.

C. You hire them and watch them solve solutions, and help them enhance their abilities as they solve things incorrectly.

D. None of the above (you should do a blend of b and c as well as cheer when they do something right).

Connections – Question 2

Why does connecting with colleagues help your team achieve its goals?

- a. It doesn't it makes things tense in meetings.
- b. It would build a cooperation between two different teams to achieve a goal.
- c. It builds a lasting relationship that can help you as a leader collaborate.
- d. Allows you to achieve goals through non-direct channels that may not be able to solved following standard procedures.

Question 3

A employee enters your office and says "I need a raise, my son is going to colleage and I can't afford Carneige Mellon on my salary."

- a. You answer no and Laugh.
- b. You ignore him.
- c. You answer Sure I can give you all the work now and I will give you a raise once the President increases our budget by 25%.
- d. None of the above



What is a connection?



Is this creating a connection?

- Priceless commercial
 - <http://www.priceless.com/us/personal/en/pricelesstv/>
- Mac vs PC commercials

Lets Build a Connection!!



Common - Connections

- What is common?
- Why are they important?
- Is it team building?
- Is it game playing?
- What is the difference between a connection and the normal boss vs employee relationship?

Generation Y

- The old phrase “Its not what you know its who you know”
- Today’s students – Are never alone
- The new phrase is “Instant Messenge me ltr, LOL”



Bridges

“Bridges Symbolize many things...
departure... arrivals... transition...
and most of all connection.”



Getting to know you Exercise

- Split into groups of 2 or 3 people.
- Find out the following information from your group mates.
 - Name
 - What do you do?
 - Something you want to learn in life.
 - Something that you can teach.
- Volunteers give some information.

Connection Answers and Discussion

- How did you answer the questions at the start of the session?
- Would you answer them differently now?
- Is connecting with your students and colleagues a priority in your job?
- Other questions/discussion.

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