Supervisor’s Toolkit: Managing and Supervising Education Abroad Professionals

Mandy Brookins Blinn
Martha Johnson
Jennifer Schepers
The Professionalization of Education Abroad

Martha Johnson, Assistant Dean
Where have we been and how did we get here?
The Education Abroad Professional

- Diversity of positions
- Titles ≠ job descriptions!
- Perceptions versus reality
How Do We Collectively Change Perceptions of the Field?

- How do we represent ourselves on campus?
- How do we engage with colleagues?
- What are the influences on how we are perceived?
We Must Act As Mythbusters

- Our job is “fun”
- We are not academic
- We “just” advise students
- We can only talk about international things
- We are travel agents
- We never say no
- We “get” to travel and it is fun
Facebook, Flip Flops, & Other Faux Pas

• Develop a culture of general professionalism and respect
• “Dress for success”
• Professional behavior in social situations
• Learning to speak up…appropriately
• Facebook etiquette
• Vernacular in correspondence
• Travel entitlement (vacation, guests, site visits)
Managing Expectations

Mandy Brookins Blinn, Assistant Dean
Jennifer Schepers, Associate Director
Employer Relations
Millennials, Gen Xers, and Boomers

oh my

Influenced by:
- Digital media
- Post-9/11 perspectives
- Economic expansion and quick retraction (Great Recession)
- Highly scheduled, and rewarded
Values:
- Achievement
- Civic Duty
- Diversity
- Self-confidence
- Instant gratification

Gen Xers: Born 1965 - 1980
Influenced by:
- End of cold war, relative peace
- Dual income families (both parents worked outside the home)
- First generation that will not do better economically than parents
- Increased divorce rates
Values:
- Balance
- Diversity
- Independence
- Skepticism
- Suspicious of authority

Millennials, Gen Xers, and Boomers...

Gen Xers: Born 1965 - 1980
Influenced by:
   - End of cold war, relative peace
   - Dual income families (both parents worked outside the home)
   - First generation that will not do better economically than parents
   - Increased divorce rates of parents
Values:
   - Balance
   - Diversity
   - Independence
   - Skepticism
   - Suspicious of authority

Baby Boomers: Born 1946 - 1964
Influenced by:
   - Civil Rights
   - Cold War
   - “American Dream”
   - Highest divorce rate
   - Radicals of the ’70’s, Yuppies of the ‘80’s
Values:
   - Anything is possible
   - Engaged in child-rearing
   - Personal growth
   - Equal opportunities
   - Optimism

Who Put Me in Charge?

Training for new supervisors?

What are the competencies needed to be a good supervisor?

Mentoring? Did I get mentored?

Resources to Navigate the Transition from supervisee to supervisor:
Center for Creative Leadership: www.ccl.org
Gallup StrengthsQuest: http://www.strengthsquest.com/home.aspx
Center for Servant Leadership: https://www.greenleaf.org/what-is-servant-leadership/
Managing Expectations

How do you keep high achieving new professionals motivated?

What competencies should you as a supervisor cultivate in your new professional?

How do you manage a generational culture clash?

What do Millennials want their Gen X (or Boomer) supervisors to know?
Hiring and Onboarding

Recruitment

– Job posting: what does success look like?
– Minimum qualifications—no rewards for exceeding

Interviewing

– Demonstrate growth by involving veteran team members
– Stay in touch during process
Hiring and Onboarding

Onboarding

– Tell the story—what problem are you trying to solve?
– Provide a mentor
– Ask for feedback
Hiring and Onboarding

Engagement/Training

– Goals

• Goals of their positions: what they will do, contributions to overall mission
• Their professional goals: engage with vision they have for their future in the organization/field

– Gaps: Tailor Training

• Performance—DATA
• Growth—current skills to required skills, skills needed for next level/position
• Training—assess, set clear goals, action plan
Hiring and Onboarding

Tailored Action Plan

– Consider and prepare for potential obstacles
– Provide ongoing support and feedback
– Performance Metrics
  • Data-centric feedback, unbiased
  • Discuss in 1-1, celebrate accomplishments
  • Strengths emerge
Hiring and Onboarding

Succession Planning

- Performance data—qualities in common with current leadership
- Engagement with learning opportunities—show mobility
- Transparency—share plan to grow dept/area
Hiring and Onboarding

Exit Interview

– Pay attention to themes (micromanaging, delegation, etc.)
– Act on feedback (provide training to supervisors?)
LAC Professional Development Opportunities

• Articles and scholarship:
  – reading or listening resource materials library
  – Circulation and organized conversation of articles

• Professional programs, skill development and technical training (often on campus)
  – Supervision and management, conflict resolution
  – Public speaking and presentation
  – Technology, Excel
  – MBTI, StrengthsQuest, etc
  – IDI

• Education
  – Regent’s Scholarship for U of MN courses/degrees
  – Flex-time and sabbaticals for education or articles
  – Language instruction (Rosetta Stone, community and campus)
LAC Professional Development Opportunities

• Engagement with the Field
  – Professional association positions
  – Committee work
  – Presentations at conferences
  – Articles
  – Organization and partner boards and councils
  – Global Leadership League

• Experience Abroad
  – Site visits
  – Site reviews
  – Internships on site
  – Conducting training based on expertise abroad
Questions
Thoughts
Comments?