

LEADERSHIP

is a passion for what you do, a clear picture of where you are going, a fluid phenomenon that grows within you, and an emotional expression of what you do. You get it from others, by learning as much as you can and allowing yourself to show your passion. You give it to others by living your vision, sharing that vision with others, being willing to do things—not just say things and leading by example.



Fast Facts

Basic Operations & Procedures

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|---------------|-----------|
| Agendas | Budgeting |
| Constitutions | Elections |
| Meetings | Minutes |

Skills for Leaders

| | |
|---------------|---------------|
| Assertiveness | Communication |
| Delegation | Ethics |
| Goal Setting | Recognition |

Planning Activities

| | |
|---------------------|--------------|
| Co-sponsorship | Fundraising |
| Group Dynamics | Teambuilding |
| Planning/Evaluation | Retreats |

Beginnings & Challenges

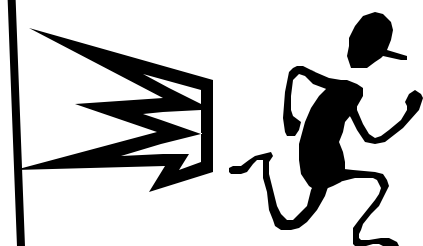
| | |
|------------------|-------------------|
| Conflict | Difficult Members |
| Getting Involved | Transitions |
| Recruiting | Starting a Group |



Fast Facts are brought to you by

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Fast Facts

Quick Tips
For Developing
Effective Leadership

Difficult Members

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*Beginnings &
Challenges*
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Difficult people are found everywhere! Dealing effectively with problem members is crucial for the group's functioning.

Examples of Difficult or Problem Behaviors

- *Hostility*
- *Bullying*
- *Making cutting remarks*
- *Complaining*
- *Total silence*
- *Interrupting*
- *Apathy*
- *Being two-faced*
- *Playing devil's advocate*
- *Negativity*
- *Condescending*
- *Not paying attention*
- *Never being serious*

The Seven C's of Dealing with Difficult Behavior



1. **COMPLIMENT**
Everyone needs praise!
2. **CONCERN**
Genuine caring will help build a relationship.
3. **CONGRATULATIONS**
Help people who see themselves as losers to feel like winners.
4. **COMPROMISE**
Attempting to give in some may soften a hard person.
5. **CHOICE**
Given a choice, a person feels important and is more likely to respond in a positive way.
6. **CHALLENGE**
Boredom may cause people to react in difficult ways.
7. **CONFIDENCE**
Expressing confidence in someone is often all they need to have confidence!

SOMETIMES NOTHING WILL WORK AND YOU WILL NOT BE ABLE TO HELP A MEMBER CHANGE HIS/HER BEHAVIOR OR ATTITUDES.



DON'T LOSE FAITH IN YOURSELF!!! IT MAY BE HELPFUL TO ASK YOUR ADVISOR OR A MEMBER OF THE OSAL STAFF FOR SOME ASSISTANCE.