|  |
| --- |
| Approach: **Creating an emotional Connection** |
| Name: **Toni Schwarz**Role: **Head of Department, HWB** |
| When I started as a HoD I knew the department had a reputation for coasting. I wanted to change its reputation but knew I had to do it *with* the staff not *to* them. I had to build trust. I spend time meeting everyone individually, getting to know them and them getting to know me. ***I learnt all their names and information that was important to them and shared things about me too.*** This took effort as my office is situated in a bit of a cul-de-sac. I need to make sure I was visible to people so had to get out there and establish trust by building relationships with people. Everyone has a crucial role to play and we are all here to achieve the bigger thing. Everyone needs to feel respected and valued. This also extends to students, when I speak to them I talk about how I can related to their experiences as I've been there and experienced some of the same anxieties and emotions. This applies for senior lecturers and principal lecturers too, it builds credibility but also a connection as we can relate to each other through a shared experience. |