



Projecting a Positive Image

- **Create an outstanding presence and profile.** Develop good written and oral communication skills. Document your worth to supervisors through memos and reports that provide a record of your ideas and accomplishments.
- **Undertake and complete projects that showcase your specific skills and strengths.** Also, work on tasks that build new skills.
- **Be informed.** When unsure about something, ask questions. Clarify. Paraphrase. Develop a reputation as a good listener.
- **Demonstrate cooperativeness rather than competitiveness.** Give credit where credit is due, refrain from belittling others and their accomplishments, share ideas that benefit others.
- **Get along with others.** Treat students, staff, colleagues and superiors with respect and fairness. Follow the chain of command. Don't be too quick to judge others. Look for redeeming qualities, even in people you don't like.
- **Be aware of the power of your attitude.** Be positive and upbeat. Speak well of your department and college. Demonstrate courage in the face of resistance.
- **Think broadly.** Think of the big picture before taking action.
- **Be aware of the impact of your appearance.** Appear approachable to students, but don't look like a student yourself. Almost everyone will form opinions about you based on your appearance, even if they do it unconsciously.
- **Be a person of your word.** Guard against being a person who is all talk and no action. Also, expect of yourself the same standard of behavior you expect of others.
- **Respect confidentiality.**
- **Remain calm under pressure.** Demonstrate the ability to arouse a spirit of dynamic response to problems without alarming or depressing others.