

**WORKSHOP FOR CHAIRS: NEW AND USED STRATEGIES FOR
SUCCESSFUL MANAGEMENT OF A PROGRAM IN COMMUNICATION
SCIENCES AND DISORDERS**

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As in years past, this presentation was designed as a forum for both new and experienced chairpersons/directors to discuss issues and share ideas related to the management of their respective programs in communication sciences and disorders. This year's format utilized excerpts from the popular paperback book "Life's Little Instruction Book," by H. Jackson Browne (1991, Rutledge Hill Press). Several "lessons" from the book were presented, and then modified by Ferraro and Bankson to make them more applicable to the role of program chair/director. Audience interaction/feedback was encouraged throughout the presentation.

The following "lessons" were presented by Ferraro and Bankson, and discussed with the audience:

- "Choose your life's mate carefully. From this one decision will come ninety percent of all your happiness or misery." (Brown)
- "Choose your DEAN carefully - - -" (Ferraro and Bankson)
- "When starting out, don't worry about not having enough money. Limited funds are a blessing, not a curse. Nothing encourages creative thinking in quite the same way." (Brown)
- "Those of us in academe are truly blessed." (Ferraro and Bankson).
- "In business and in family relationships, remember that the most important thing is trust." (Brown)
- "Sometimes it is important that you trust no one." (Ferraro and Bankson)
- "Give yourself an hour to cool off before responding to someone who has provoked you. If it involves something really important, give yourself overnight." (Brown)
- "Calm down before calling Uncle Guido for help." (Ferraro and Bankson)

- “Resist telling people how something should be done. Instead, tell them what needs to be done. They will often surprise you with creative solutions.” (Brown)
- “No one likes a micro-manager, or should have the time to be one.” (Ferraro and Bankson)
- “Be suspicious of all politicians.” (Brown)
- “Be suspicious of all deans, provosts, presidents, and fellow chairpersons.” (Ferraro and Bankson)
- “Learn to recognize the inconsequential then ignore it.” (Brown)
- “Don’t sweat the small stuff, and most of the stuff is small.” (Ferraro and Bankson)
- “Don’t discuss business in elevators; you never know who may overhear you.” (Brown)
- “Loose lips sink ships.” (Ferraro and Bankson)
- “Praise in public, criticize in private.” (Brown)
 - John and Nick can’t top this one.
- “Hire people smarter than you.” (Brown)
- “– and let them do their thing.” (Ferraro and Bankson)
- “Learn to show cheerfulness, even when you don’t feel like it.” (Brown)
- “If you are not having fun, at least look like you are.” (Ferraro and Bankson)
- “Never overestimate your power to change others.” (Brown)
- “If you have inherited “deadwood,” don’t waste your time trying to make them productive.” (Ferraro and Bankson)
- “Don’t believe people when they ask you to be honest with them.” (Brown)
- “– and don’t expect them to be totally honest with you.” (Ferraro and Bankson) It’s the source of much unhappiness.” (Brown)
- “Never be threatened or envious of the accomplishments of your faculty. Take great pride in these achievements, and let your pride show.” (Ferraro and Bankson)

- “Get your priorities straight. No one ever said on his death bed, “Gee, if I’d only spent more time at the office.” (Brown)
- “Get two lives – and make sure that one of them is outside or your workplace.” (Ferraro and Bankson)
- “Don’t be afraid to say:
 - I don’t know
 - I made a mistake
 - I need help
 - I’m sorry” (Brown)
- “Don’t major in minor things.” (Brown)
- “– and don’t minor in major things. Choose your battles carefully and infrequently.” (Bankson and Ferraro)
- “Watch for big problems. They disguise big opportunities.” (Brown)
- “– and be aware that big opportunities may come with big problems.” (Bankson and Ferraro)
- “Leave everything a little better than you found it.” (Brown)
- “If you can’t, then leave early.” (Bankson and Ferraro)
- “Learn to listen.” (Brown)
- “- and remember the words of the great philosopher, Yogi Berra: “You see a lot by watching.” (Bankson and Ferraro)
- “Never cut what can be untied.” (Brown)
- “– but be very careful when tying things together.” (Bankson and Ferraro)

And the final lesson from John and Nick:

- **LIKE WHAT YOU DO.** If you don’t, then quit – for your own benefit as well as that of your faculty and family.