Welcome to the Tri-University Research Administration Conference

We will get started momentarily.
In the meantime, here are some Zoom reminders:

For Technical Support Call 480-965-9065 Ext 1.

Unmute

Mute Your Mic

Please mute your microphone during the presentation.

Start Video

Bandwidth Issues?

Turn off your camera.

Chat

Questions & Comments

Please message using the Chat feature.

Participants

The Participants feature will also provide access to the chat.

Record

This Session is Recording

This session will be recorded and available at a later date.

View Options

Adjust Your View

Use **side-by-side** or **Fit to window.**
In **Side-by-Side** mode you can resize "sides" so you can have a larger view.

Speaker View

Next to View Options you can select Speaker or Gallery view. We suggest using **Speaker** view.

Tri-University
Research
Administration
Conference

Session Presenters:

Sarah Moser, M.S. Research Advancement Administrator Sr.
(ASU-Institute for Humanities Research)

Lisa Allen, M.Ed., CRA, Assistant Director for Research Advancement
(ASU-College of Health Solutions)

Table of contents

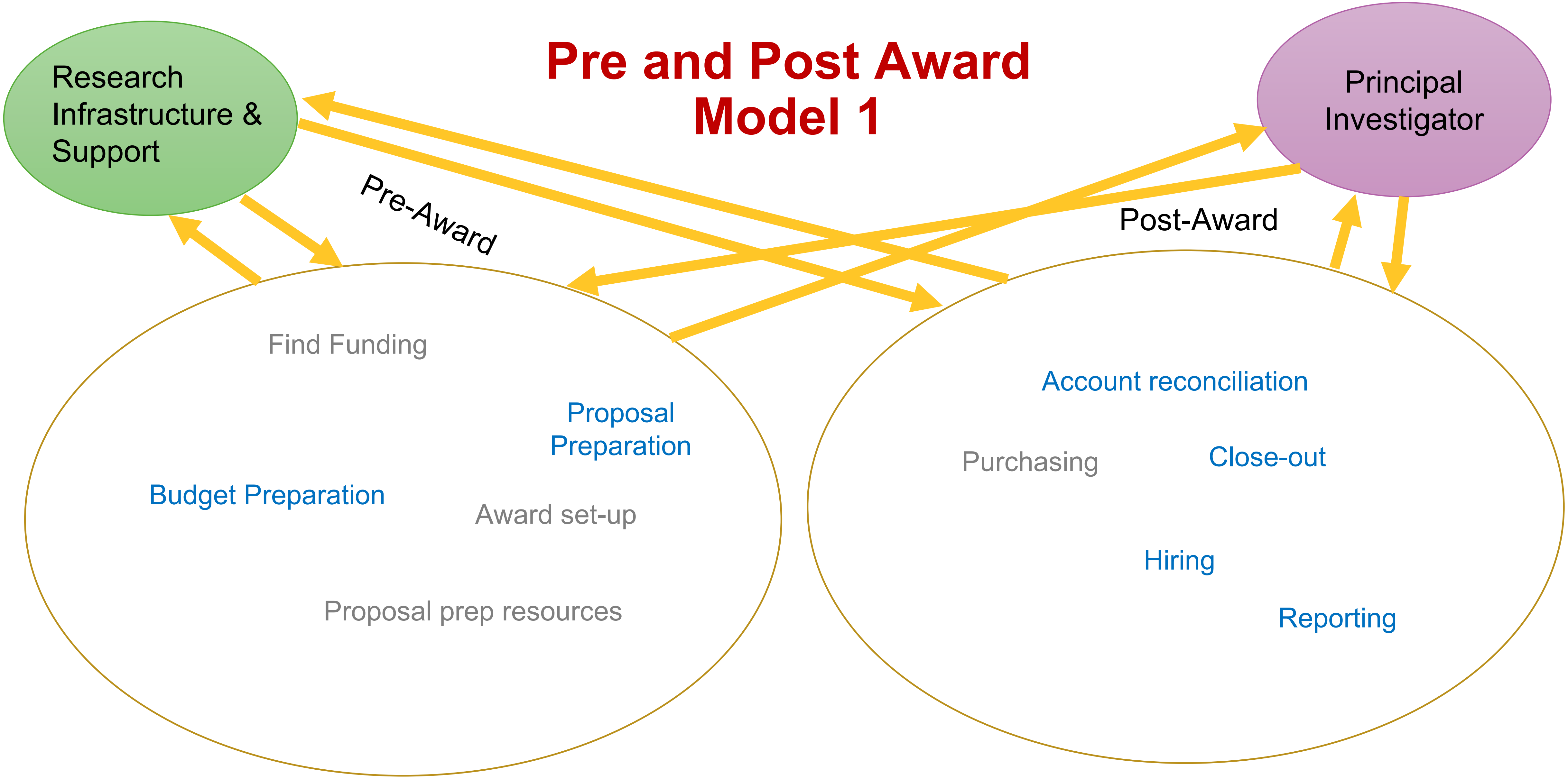
Learning Objectives

- Participants will review **best practices** to enhance communications between Pre and Post Award staff, faculty and other teams within the University.

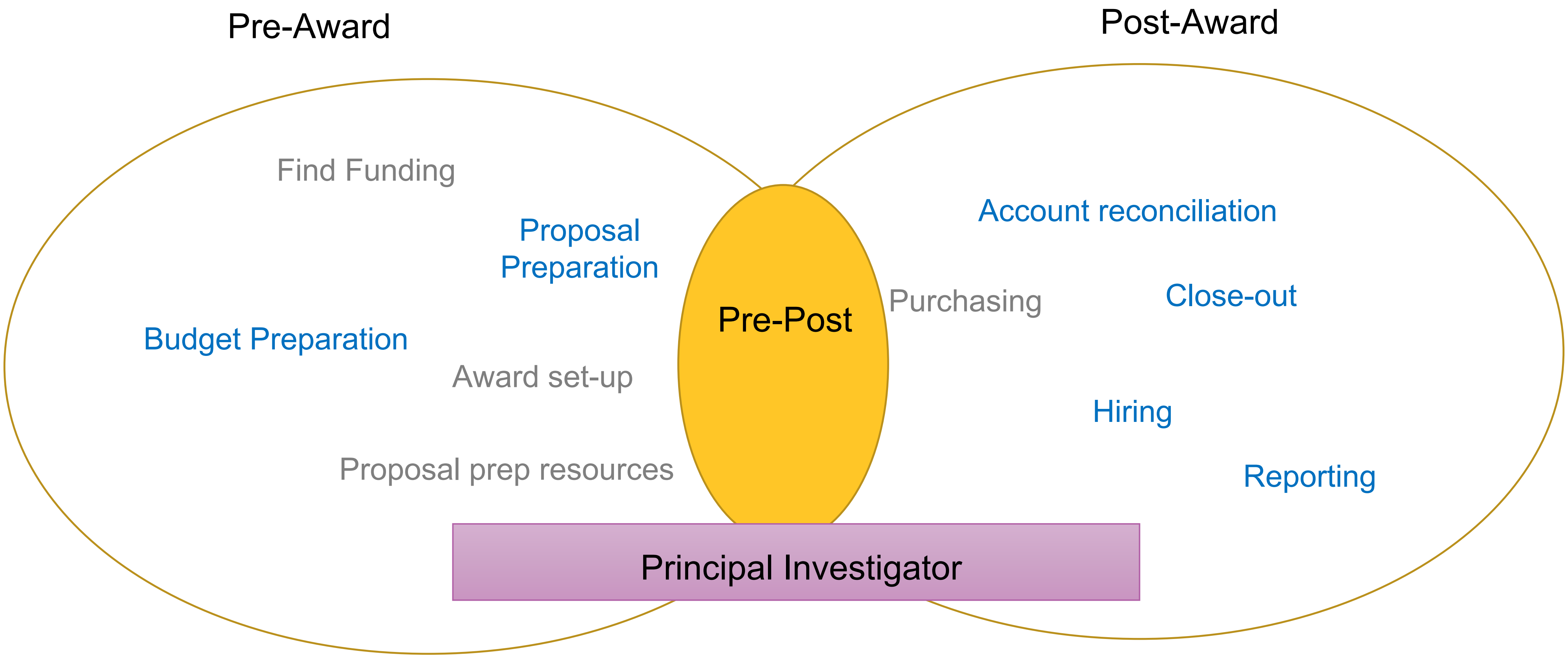
- Participants will engage in **interactive activities** highlighting best communication practices between Pre & Post Award.

- Participants will **learn strategies** and tools to help cultivate effective and efficient communication methods within the research administration field.

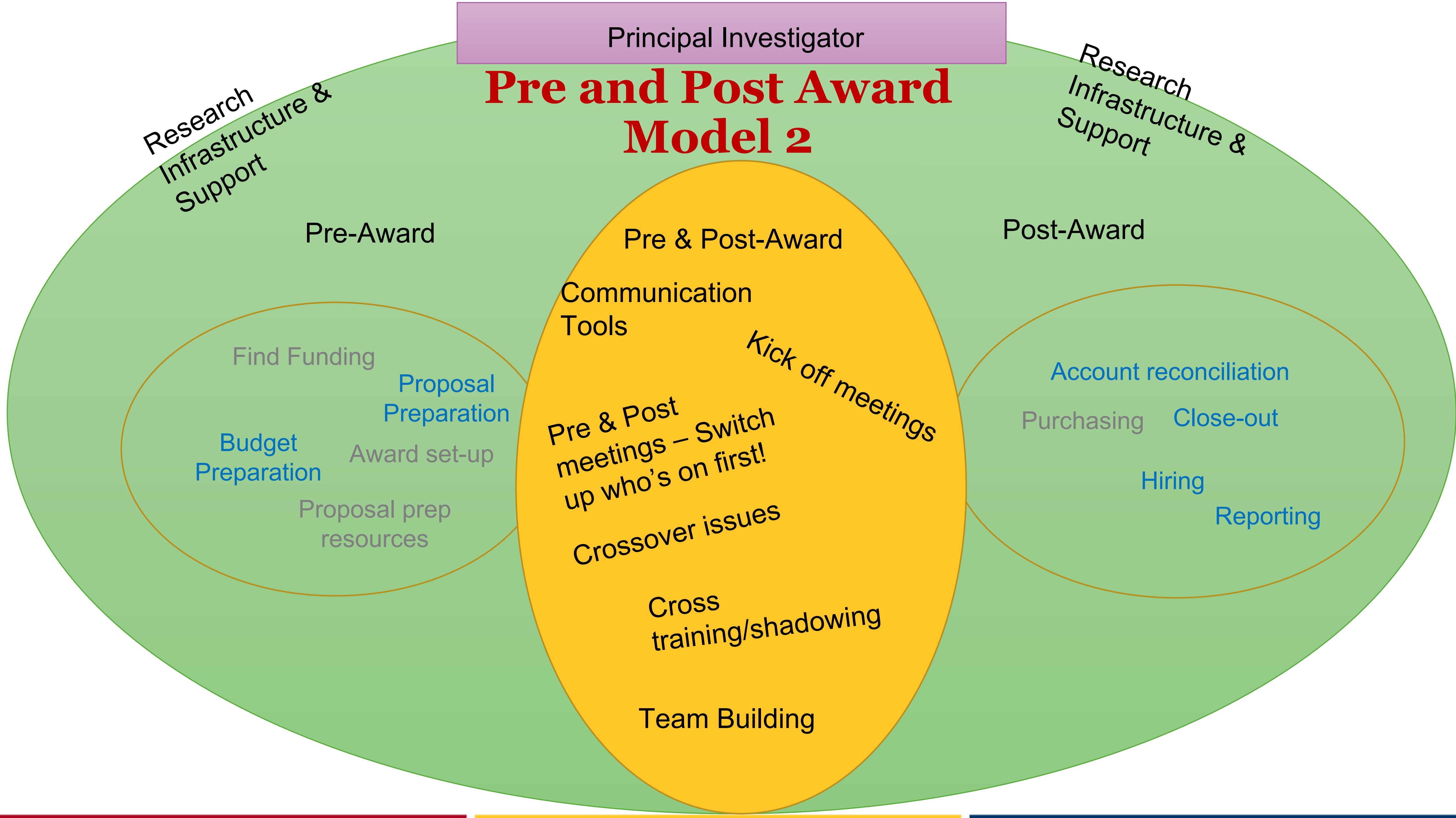
Pre and Post Award Model 1



Focus on Pre and Post Communication



Pre and Post Award Model 2



Communication Methods: Staff

1. Communication needs to be *flexible and constantly evolving* based on the needs of your staff, and other involved and intersecting groups.

   Software such as **MS Teams**, Skype, **Slack**, Jabber, **Zoom,** are useful in keeping open channels.

2. It's important to establish effective and constant communication between Pre and Post Award teams within your department.

Find what works for you and your group!

Communication Methods: Meeting Dynamics

Reflection: How do you handle conversations in your units, schools, departments?

- Do you schedule Pre and Post Award meetings together, separately, or both?
- Do you alternate who leads the meetings?
- Do you have weekly/biweekly/monthly staff meetings?
- How do you host these meetings - in person or online (i.e. Zoom)?

Communication Methods: Faculty

How to talk with PIs?

Schedule Meetings - **handoff, kickoff**, and **periodic meetings** with necessary office and project personnel.

For example, monthly meetings with the PI can include the following:

- Discussing budget expenditures, upcoming modifications, monthly budget **reconciliations**,and usage of a homegrown **forecasting** tool(s)
- Meetings to review scope and discuss progress.

NOTE: The more informed they are, the better!

[Lastly, Intranet resources are available 24/7!]

Communication Methods: Other Teams

How to talk with other teams?

Schedule inter-team meetings (in person or **ZOOM**)

Communicate in shared spaces like **Slack** or **Teams**

Newsletters (Ex. Research Administration Newsletter + Blog)

Coffee chats

Office Hours

Special "regulars" meetings

Crossover Topics

WHAT ARE STEREOTYPICAL:
Pre-Award Duties?
Post-Award Duties ?
Shared Duties?

Post-AWD impacting Pre-AWD

Examples:

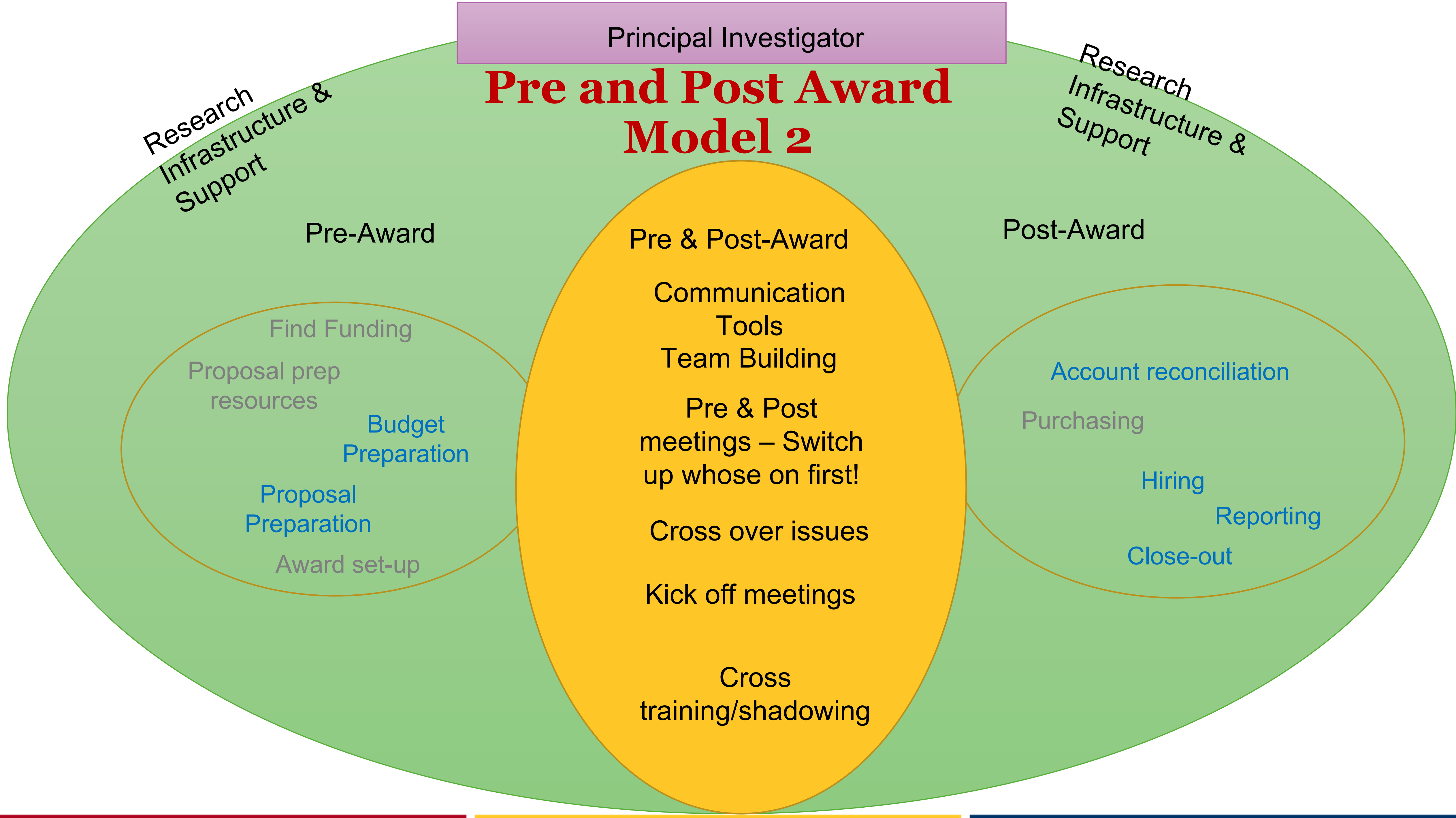
- ***Summer Salary*** *- Post award processing summary salary and saw it would be helpful to loop in Pre-Award so they can also alert PIs as to how summer salary will be handled*
- **Additional funding** *-PI needs supplemental funding for an existing project. Post award may need to communicate back to Pre-award so that's the funding is set up properly.*
- ***New Proposal*** *- Post-Award learns that PI wants to submit grant that not on anyone's radar. Post can alert Pre-Award to ensure proper submission to the sponsor.*

Pre-AWD impacting Post-AWD

Examples

- **Participant Support Costs** - *2 CFR 200.75 - All hands on deck! Clear communication between Pre and Post Award teams are paramount when dealing with type(s) of participant support costs, rebudgets, and overhead cost impacts.*
- **Personnel Effort** - *Think about what line-item positions need to be hired. Looking at faculty appointments, how much effort are they allowed to commit to this project? If effort is committed over the Summer, are personnel allowed* ***Summer Salary****?*
- **Project Periods** - *As simple as it sounds, the project start and end dates crucially impact Post-Award activities (at-risk request, spending, reporting, award modifications, supplemental funds, close out)*

Pre and Post Award Model 2



Case Scenario

Case Study #1

Your research admin area needs a new process to address an issue that impacts both Pre-and Post-Award. The process will involve about 10 hours of collaborative time to put in place but will save countless hours once it goes live. You know that all of your team members are stressed and you feel it too. Your area is currently downstaffed. How would you address this situation?

POLL

- A Try to do it yourself on the weekends to surprise your team members
- B Suggest a meeting so that a timeline and task assignments can be discussed
- C Suggest that any action on this item be postponed until you are fully staffed
- D Run and hide under your desk with your blankie

Communication Question:

So much communication - between staff, departments, and faculty - happens via email. How you craft these messages are important.

POLL: I use emojis/emoticons/gifs when I…..

A. Talk to faculty or research staff
B. Talk with my team or colleagues
C. Both A and B
D. “It Depends”
E. None of the above

Tips & Tricks of <u>Meetings</u>

1. Only invite to a meeting the people who absolutely <u>need to be there</u>. No need to invite friend of a friend...

2. Keep the meeting personnel relevant to the **topic** of a meeting.

3. Be mindful of meeting times and ensure that all topics are appropriate for meeting length.

4. Feel free to end meetings when discussions are finished - there's no need to try and "fill" the remainder minutes.

> *<u>Rule of thumb:</u> Don't spend down a grant, and don't run down the clock!*

5. Before scheduling a meeting, ask yourself **"is this meeting necessary?"**

6. Try and incorporate **Meeting Agendas** to your routine; setting expectations and outlining discussion topics help keep meetings on-track.

7. Listen to meeting participants and ensure that everyone has a voice.

Tips & Tricks of Communication Styles

For new or beginner Research Administrators, consider taking a **communication survey** to learn more about your individual communication styles.

Take the communication style assessment

Are you assertive, or more passive? Are you quick to react, or do you mull over a situation before responding?

Knowing how you communicate is the first step to learning and understanding others.

Tips & Tricks- Communication Tools

1. What tools, processes, and procedures help advance (and perhaps automate) your job?

2. How does your unit operate? What are your formal, or informal business processes?

3. Evaluate where your department (or team) stands in terms of operating procedures and tools -

Do you have an established unit with concrete operating procedures, tools, and timeline of activities? **Or,** are you building and creating these procedures?

4. Wherever you stand, there's always room to improve by incorporating new tools:

DocuSign *(gets you out of email),* PivotTables, Zoom,Slack, **Powerforms** *(streamline purchasing, hiring, and PI approvals),* online Tracking Sheets, intranet Intake Forms, homegrown Forecasting tools, and more!

Research, test, and jump aboard!

Tips & Tricks-Teambuilding

We can't leave without discussing Team Building!

Team Building Checklist

- ❑ Lunchtime chat and chews - have been great on Zoom
- ❑ Share your passions with co-workers
- ❑ Special soft skills training as a team (communication, leadership, team player)
- ❑ Watch Parties
- ❑ Find what works for you and your team.

Tri-University
Research
Administration
Conference

Arizona State
University

Questions?

Tri-University Research Administration Conference

Arizona State University

Contact info

Sarah Moser, M.S., Research Advancement Administrator, Sr.
(ASU - Institute for Humanities Research)
SEM@asu.edu

Lisa Allen, M.Ed., CRA, Assistant Director of Research Advancement
(ASU - College of Health Solutions)
lam130@asu.edu