Cohesion through Communication:
Strategies for Connecting Across Divides

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Scenario 1:

You are a central office Post-award administrator with a hefty inbox. You try to respond to or acknowledge all emails within 48 hours. However, you have a departmental colleague who demands quick responses. You've noticed that if you don't respond to their emails within 2-4 hours, they forward the email to your supervisor and CC you. This has slowly soured you on this colleague, but you would like to reach a middle ground with them.

Scenario 2:

Your work group has weekly meetings where you all catch up on any department and research administration updates. During these meetings, one of your colleagues has the habit of taking the spotlight, talking over others and changing the topic frequently. You've heard rumblings of others being annoyed with this colleague, and you're increasingly weary of these weekly meetings because of this colleague.

Scenario 3:

You are a central office Pre-award grant and contract officer who frequently interacts with a departmental research administrator (RA). A deadline of April 1st 2pm was set for a proposal you and the RA were assisting with. At 3pm you realized the deadline was 2pm instead of 5pm, and you notify the RA. The RA calls you immediately, yelling at you for ruining this proposal submission and not mentioning that the deadline was at 2pm.

Scenario 4:

A faculty member who is the principal investigator (PI) for the first time on an NIH proposal has reached out to you, a department research administrator, for guidance on how to begin building the proposal. They seem overwhelmed, and though the deadline is in three months, they have contacted you every day for three weeks with questions and documents for review. It is a busy NIH season, so you are overwhelmed by this one professor.