The Camp Counselor
"counselor for the counselors"

CONFERENCE NOTES

Notes from the presentation by Scott Arizala

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Practical Leadership

Practical means, pertaining to, or concerned with ordinary things, adapted or designed for actual use. The root of the word is **practice**. So, **Practical Leadership** is leadership that is pertaining to ordinary things, designed for actual use, that you can practice.

Leadership can be many things and has many examples.
Here are 4 examples of skills that have a practical application at camp.

Problem Solving

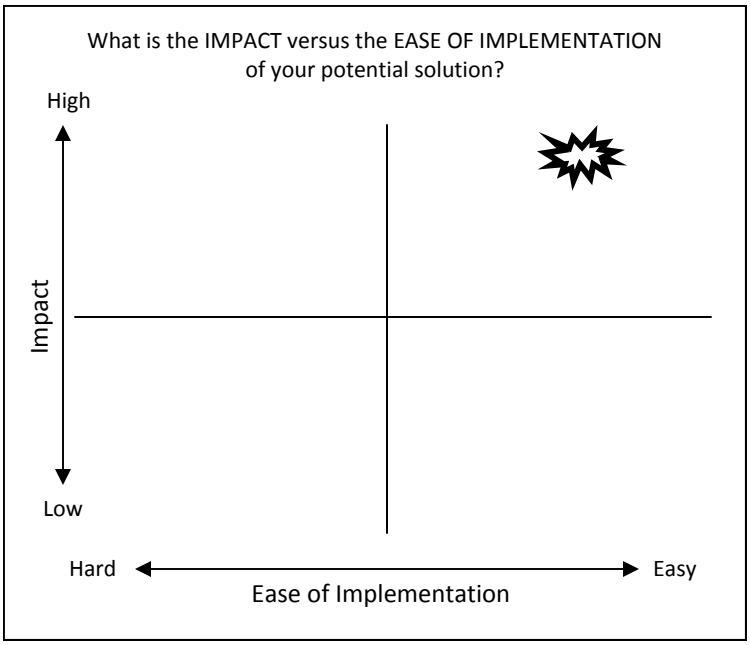
Basic/classic problem solving:

1. Ask a lot of questions, get all/most of the facts
2. Try to identify the cause or correlation
3. Determine possible solutions
4. Pick a solution to test

What does a great Camp Leader **DO** or **role model** when problem solving:

1. Understands the PROCESS of problem solving = seeking a BEHAVIORAL change
   - Something needs to happen or be different
   - Thinks about Impact vs. Ease grid[1]
2. Identifies or searches for CAUSES of problems
3. Keeps problems in perspective
   - Solves the right problem (gets the info)
   - When appropriate, take a break from the problem: think about it, reverse engineer it, go do something creative, play with campers
4. *Do You!* What's going right?
   - With this situation and in general
   - Always spend some time identifying what's working and why

[1]*Problem Solving 101* by Ken Wantanabe pg.53



Patience

6 great ways to role model patience

1. Speak calmly when you are upset
2. Let others go first
3. Breathe before you speak
4. Ponder ideas when it's not urgent
5. Try things again
6. Ask for help when you need it

What are some advanced ways to practice patience for leaders?

1. Learn to use the Urgency & Importance chart (time management)
2. Appreciate Multi-Tasking for what it really is: SERIAL TASKING
3. Apply basic principles of patience to working with staff (not just how we teach them to work with campers)
   - Being patience helps them learn
   - Being impatient hurts interactions
   - Patience is a skill, so practice

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Communication

Core communication skills

1. Clear self expression
    - Write down or think through your expectations
    - Create goals, objectives, or action oriented benchmarks
2. Careful listening
    - Paraphrase what you've heard
    - Remember non-verbal cues of listening (smile & nod)
    - Follow-up with conversations

How do great leaders role model excellent communication skills?

1. Open door philosophy
    - More than being approachable & accessible – it's about understanding where they are and meeting them
        - What do they need? (development)
        - Who are you?
        - How can I change to meet their needs?
2. Perspective
    - More than careful listening – truly accepting their truth (empathy)
3. Expectations
    - Are your expectations real? Are they realistic?

Creativity

Basic creative strategy in everything we do:

Expectation + Variation = Creative Experience

How does a great leader role model creativity?

Essential Creativity Techniques

1. Ask why or how come
2. Search for the 2nd right answer
3. Change your perspective or vantage point – physically, emotionally, intellectually
4. Failure and mistakes

Developing a patient mindset

- Recognizing what's developmentally normal behavior
- Not personalizing misbehavior
    - 99% of misbehavior is evidence of a skills deficit, rather than an intentional effort to annoy you
- Every behavior makes sense to the actor
- Being truly present

Non-verbal skills and Consistency

Do you look how you sound?

Proximity is about understanding how people use and perceive the space around them.

- Personal space versus public space
- How to use the space around you

Kinesics is just a fancy way of saying body *movement*.

- Arms, hands, facial expressions, and body orientation.
- These movements can all affect how your message is heard and understood.

Posture and body position can be used to determine your degree of attention, involvement, and interest. It is also a pretty clear indication of caring, respect, and fondness.

- Leans in, sits up, and angles his body towards the activity = more interest and excitement
- When listening, attentive posture says, "Your words are important to me."

Gestures are non-verbal body movements that communicate a specific meaning.

- High fives, nodding, winking, thumbs-up, OK, and waving are all good examples.

Eye contact

In most Western cultures, eye contact with another person shows respect, interest, and confidence. It shows you care enough to focus on the message you're hearing or delivering.

Haptics or physical contact

A safe and reassuring touch, can send the message of caring and attention.

- Can add depth and clarity to your message
- Can help a lot of campers feel more comfortable with you

Examples of appropriate haptics:

- Hand on shoulder
- Hand on head
- Hand on upper back
- Arm around shoulder
- One hand on each shoulder, standing face-to-face

Presence

When you remove distractions, you can heighten your awareness of your own body language and deliver a clear message.

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