

# Financial Aid Professionals Leadership Qualities

SWASFAA Training and Continuing Education Committee  
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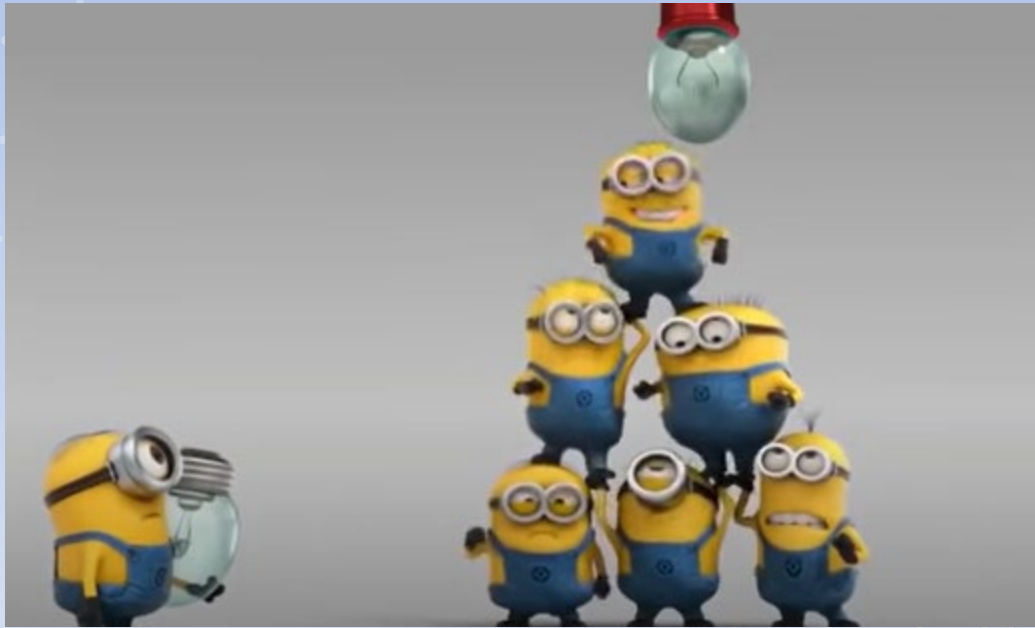
# Welcome!!

*Chair:* Shannon Crossland, Texas Tech University

- *Arkansas Representative:* TBD
- *Louisiana Representative:* Ivory Williams, Southern University Shreveport Louisiana
- *New Mexico Representative:* TBD
- *Oklahoma Representative:* Andrew Hammontree, Francis Tuttle Technology Center
- *Texas Representative:* James Smith, Lone Star College



# Leadership



# CHARACTER

- *How a leaders deals with the circumstances of life*
- *Who you really are, unique qualities, what you do when no one else is around*



# CHARISMA

- *Ability to draw people to you*
- *Get others to follow you*
- *Buy into vision and ideas*



# COMMITMENT

- *Conviction*
- *Accountable, following through, having dedication to what you do*



# COMMUNICATION

- *Sharing knowledge and transmitting ideas with a sense of urgency and enthusiasm*
- *Act of speaking and listening between two or more people to share ideas and convey a specific message*



# COMPETENCE

- *Ability to say it, plan it, do it*
- *Ability to get the job done*
  - *You have the knowledge*
  - *Apply and execute*
  - *Know where to get the knowledge*





# COURAGE

- *Fear that has said its prayers*
- *Going against the grain*
- *Being strong enough to stand up for what you believe in and admitting you were wrong*



# DISCERNMENT

- *Ability to find the root of the matter*
- *Judge well*
- *Intuition*
- *Analyze situations*



# FOCUS

- *Priority and concentration*
- *Blocking out things that inhibit your work*



# GENEROSITY

- *People first*
- *Selfless giving*
- *Giving without being asked or without expectation*



# INITIATIVE

- *Looking for opportunities and taking action*
- *Taking charge, being proactive, and being efficient*



# LISTENING

- *Connecting and learning*
- *Focusing on the other person*
- *Affirmative in your non-verbal*



# PASSION

- *Take this life and love it*
- *Caring about what you do*
- *Have an excitement about it*
- *Heartfelt and driven*



# POSITIVE ATTITUDE

- *If you believe you can, you can*
- *Optimistic mind set*
- *Upbeat and happy*
- *“It’s a GREAT day in Financial Aid 😊”*





# PROBLEM SOLVING

- *Facing and overcoming obstacles*
- *Critical thinking*
- *Solving issues*
- *Trouble shooting*



# RELATIONSHIPS

- *Knowing how to get along with people*
- *Setting the tone*
- *How you interact with others*
- *Eye contact*
- *Taking interest*



# RESPONSIBILITY

- *Carrying the ball and leading the team*
- *Accountability*
- *Taking ownership*
- *Following through*



# SECURITY

- *Knowing your strengths and feeling good about them*
- *Safety and reliability*
- *The feeling of not being threatened*



# SELF DISCIPLINE

- *The first person you lead is you*
- *Focus and responsibility and having motivation from within for excellence*



# SERVANTHOOD

- *Concern for others*
- *Put others before yourself*



# TEACHABILITY

- *Art of learning*
- *Willingness to receive new information*
- *Learn new techniques and new behavior*



# VISION

- *Seeing possibilities*
- *Ability to foresee problems, see the big picture*
- *Apply solutions*





# Resources

- Maxwell, John (2007). *The 21 Indispensable Qualities of a Leader*. Nashville, TN: Thomas Nelson Publishing

