1. Relationship Building
2. Consistent Communication
3. (Reasonably) Rapid Response
4. Beware of Absolutes
5. Networking and CEUs
6. Serving all constituencies
Relationship Building

Want to give your PIs and research teams *exactly* the kind of support they are looking for?

It’s simple.

Just ask them.
Relationship Building

Understand *their* priorities

Help them to understand *your* priorities
As *research administrators*, we are *compliance officers*
Consistent Communication

Maintain an even keel

- Remain calm among the chaos
- Be approachable
- Be proactive
- Be kind to all – including yourself
- Prioritize
- It’s very rare, but if things get heated, politely suggest to reschedule
- Ask for help
Consistent Communication - Tactics

1. **New Proposals:**
   1. Send out periodic email announcements on upcoming sponsor deadlines to your individual faculty and/or faculty listserv
   2. Make sure your (new) faculty know your procedures, necessary lead time, and internal deadlines
   3. Present at faculty meetings (at least 1x per Academic Year)
   4. Meet 1:1 with PI to develop budget – all projects start with the budget

2. **Existing Awards:**
   1. How often would they like to see budget balances?
   2. Meet face-to-face? YES! But how often is necessary?
   3. Monitor the burn rate
   4. Place reminders in your calendar to prompt your PI on milestones and/or reporting deadlines
When given a request for information, it’s good to ask:

- When do you need this by?
- What format would you like?

Be honest about what your capacity is at that moment:

- Given what I have on my plate this week, I can get back to you by...(name your date/time), does that work for you?

And then keep to that agreed deadline or give a head’s up in advance if you need more time.
Instead of **NO CAN DO**, suggest a brainstorming session.

Saying something like:

"Let me understand where you’re trying to go and let’s see the best way to get there...”

will help you win the **trust** and **support** of your PI and their research team.
Networking and CEUs

Invest in relationships across campus:

• Find departments that have the same types of grants and funding you have (or are going for), identify their research admin, and make a friend
• Tricky funding (like T32s, T15s) really require the experience of someone who has “been there, done that”
• Reciprocate, be available to be a resource

Attend internal and external training sessions:

• OSR, Finance trainings
• NCURA
• SRA
• Get your CRA
Serving All Constituencies

- PI
- Your Supervisor
- OSR
- FINANCE
YOU GOT THIS...