

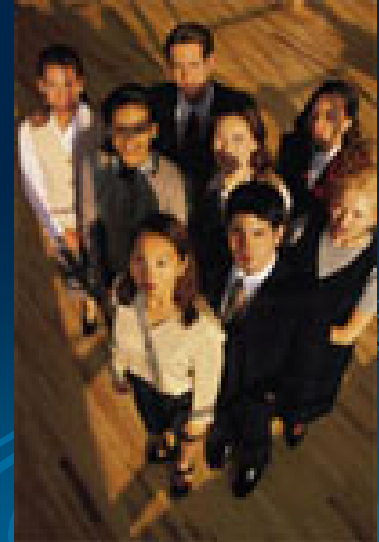
THE UNIVERSITY OF IOWA
**RECRUITMENT AMBASSADORS
PROGRAM TRAINING**

Thursday, Oct. 20, 2005
112 USB 1:00 – 3:00 P.M.

Sponsors: Department of Human Resources-
Employment Services and
Office of Equal Opportunity and Diversity

Objectives

- Goals of Recruitment Ambassadors Program (RAP)
- Introductory Activity
- UI Recruitment Process for Faculty & P&S Staff
- RAP Process
- Break



Objectives Cont.

- Communicating Effectively
- Diversity Overview
- UI Resources
- Community Resources
- Questions/ Next Steps

Goals of RAP

- Support the University's strategic goals for increasing the diversity of our faculty and staff (*The Iowa Promise*)
- Help the UI effectuate a highly qualified and diverse workforce to foster the University's academic, research, and service goals
- Provide a supportive environment for diverse faculty and staff
- Provide development opportunities for existing faculty and staff



Introductory Activity

- Role play activity:

UI Recruitment Process (Faculty and P&S)

➤ Equal Employment Opportunity:

The right to apply and be evaluated for employment opportunities without regard to race, color, religion, age, national origin, sex, disability, sexual orientation, gender identity, or status as a disabled or Vietnam-era veteran.

Guarantees the right to be considered solely on the basis your ability to perform the duties of the job in question, with or without reasonable accommodations as appropriate.

UI Recruitment Process (Faculty and P&S) cont.

- Affirmative Action:

Requires special efforts be made to employ and advance qualified women and minorities in areas where they are employed in fewer numbers than is consistent with their availability in the relevant labor market. Affirmative action also extends to persons with disabilities and Vietnam-era veterans.

UI Recruitment Process (Faculty and P&S) cont.

- Role of the Search Committee/Department:
 - Develop the recruitment plan
 - Diversity in Employment Guidelines
 - Review resumes/CV's received
 - Select most qualified candidates for interview
 - Interview selected candidates
 - Assess candidates' qualifications
 - Recommend candidate for hire

UI Recruitment Process (Faculty and P&S) cont.

- Role of the Recruitment Ambassador:
 - Familiarize diverse candidates with The University of Iowa and Iowa City area
 - Showcase various attributes that make The University of Iowa an “Employer of Choice”
 - Answer candidates’ questions regarding the University or the community
 - Provide follow up to candidates’ questions when necessary
 - Serve as liaison between candidates and the University

RAP Process

- Dept. contacts RA Coordinator
- Coordinator checks schedules & contacts volunteers
- Volunteer identified who can meet w/ candidate
- Volunteer & candidate meet during the campus visit
- Volunteer follows up w/ candidate as necessary to answer remaining questions

Ambassador Activities

Ambassadors assist departments in the recruitment of diverse applicants by :

- Meeting one on one to tour campus and answer questions about the University and the Iowa City/Cedar Rapids area
- Attending Job Fairs and giving campus and local information as requested
- Handing out Employment Brochures in community

Working One-on-One with Candidates

- Be a strong representative of The University of Iowa
- Highlight our many attributes that makes the University of Iowa an Employer of Choice
- Keep the relationship professional
- Emphasize that you are independent of the search committee

RAP Do's and Don'ts

- Do- Let the candidate lead the conversation
- Do- Discuss whether/how you might continue this relationship, if at all
- Don't- Discuss matters that are best left to the search committee members (e.g. job duties, requirements)
- Don't- Discuss candidate's qualifications for the position

Break Time!



Communicating Effectively

- Awareness of communication styles:
 - passive
 - aggressive
 - assertive
- Communication activity

Cross-Cultural Communication

Cultural sources of misunderstanding

- Degrees of directness
- Appropriate topics of discussion
- Facial expressions or eye contact
- Spatial Distance
- Touch
- Loudness and pitch
- Silence
- Language

Diversity Overview

- Dimensions of Diversity
- Cultural Diversity
- Ways to learn about other cultures
- Understanding cultural programming
- Cultural etiquette
- Cross cultural communication
- Interacting w/ persons with disabilities

Dimensions of Diversity

External

- ◆ Religion
- ◆ Marital Status
- ◆ Educ. Background
- ◆ Income
- ◆ Parental Status
- ◆ Orientation
- ◆ Appearance
- ◆ Personal habits
- ◆ Recreational habits
- ◆ Geographic location



Fixed

- ◆ Gender
- ◆ Race
- ◆ Ethnicity
- ◆ Physical Ability
- ◆ Sexual

Cultural Diversity

➤ **Culture:**

Learned set of shared interpretations about beliefs, values and norms, which affect the behaviors of a relatively large group of people

➤ Cultural programming guides our behavior

➤ Culture teaches us how to act with each other

Learning about other cultures

- Engage in open dialogue with employees/colleagues from different cultures
- Read about different cultures
- Tap into community resources
- Observe other cultures without judgment
- Spend time participating in cultural activities/ events

Understanding cultural programming

Cultural Etiquette handout

- Sense of Self and Space
- Communication and Language
- Dress and Appearance
- Food and Eating Habits
- Time and Time Consciousness
- Relationships
- Values and Norms

Interacting w/ LGBT Persons

- Review handout on tips for allies
 - Don't assume heterosexuality
 - Education is key
 - Challenge stereotypes
 - Local & national resources

Interacting with Persons with Disabilities

- Move beyond fear/uncertainty
- Disabilities not always visible
- Be considerate of time
limitations
- Polite and patient
- Ask before you act

UI Resources

- Office of Equal Opportunity and Diversity
- Dept. of Human Resources- Employment Services
- Provost's Office
- UI Benefits Office
- UI Worklife- Housing & Relocation
- Services & Resources for Faculty and Staff

Community Resources

- [Newcomers Guide](#)
- [Relocation Guides](#)
- Housing
 - [Housing Clearinghouse](#)
 - [Family Services: Housing & Relocation](#)
- Demographics, Area Climate & Cost of Living
- Education
 - Elem. & Secondary Schools
 - Colleges
 - [Iowa City Community School District](#)
 - [Iowa Association of School Boards](#)
 - [K-12 School Guide](#)
- Dependent Care
 - [UI Family Services](#)

Community Resources cont.

- Churches and Places of Worship
- Transportation and Parking
 - Public Transportation
 - Airports
 - Bike Trails
 - Parking
- Government
 - City/County/State
- Chambers of Commerce & Visitors Centers
 - [Iowa-City-Coralville Convention & Visitors Bureau](#)

Community Resources cont.

- Arts, Entertainment, & Sites of Interest
 - Museums
 - Dances
 - Festivals
 - Music & Theatre
 - Readings
 - Shopping Centers
- Restaurants / Dining Out
- Sports & Recreation
 - [UI Sports](#)
- Health Care
- Benefits & Insurance at the Univ. of Iowa
- Media
 - Newspapers
 - Television Stations
 - Radio Stations
- Volunteer Opportunities

Recruitment Ambassadors Program Contacts

➤ RAP Coordinator:

Name: Jane Monserud
Title: Employment Representative
Phone: 5-2652
E-mail: jane-monserud@uiowa.edu

Other RAP contacts

Jennifer Modestou	5-0705
Talinda Pettigrew	5-2664
Chris Ruckdaschel	5-0705
Wanda Sims	5-0705

www.uiowa.edu/~rap/

Q&A / Next Steps

- Questions?
- Contact Jane to coordinate all RAP activities
- Encourage use among departments of the program
- Questions/Concerns?- Call Jane
- Watch [website](#) for further updates
- Thank you for volunteering for the RAP!!