

## **Leading a Research Services Team: Strategy, Challenges and Experiences**

Each of us will discuss various key elements and experiences in overseeing a Research Services operation, and will touch on the concepts below:

- Ever changing research landscape
- Increased accountability
- Go with the flow
- Firm flexibility
- Function/position creep
- Working with other departments
- Are you an asset to those you work for; to your peers; to those who work for you?
  
- Office review vs performance review
- Coaching vs. mentoring (empowerment)
- Back up vs cross training (is this even possible)
- Nice to have vs necessary
- Uneven workloads/ burnout/open door policy