

1. Record Nr.	UNINA9910794509503321
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Titolo	A Guide for Leaders in Higher Education : Concepts, Competencies, and Tools
Pubbl/distr/stampa	Bloomfield : , : Stylus Publishing, LLC, , 2021 ©2021
ISBN	1-00-344276-5 1-000-97370-0 1-003-44276-5 1-64267-246-7
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (494 pages)
Altri autori (Persone)	De LisiRichard GigliottiRalph A HollowayJonathan Scott
Disciplina	378.101
Soggetti	Educational leadership Education, Higher - Administration
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Intro -- A Guide for Leaders in Higher Education: Concepts, Competencies, and Tools -- Table of Contents -- Foreword -- Preface -- Acknowledgments -- Part One: Leadership in Higher Education -- Chapter 1: Academic Leadership: Toward an Integrating Framework -- Chapter 2: Leadership and Leadership Development in Higher Education: A Time of Change -- Chapter 3: The Higher Education Landscape: Navigating the Economic, Organizational, Social, and Strategic Terrain -- Chapter 4: College and University Missions and Stakeholders: Purposes, Perspectives, Pressures -- Chapter 5: The Role of Formal and Informal Leaders in Governance: Locus of Power and Authority -- Chapter 6: Campus Cultures and The Leader's Role: Building Capacity to Enhance Diversity and Create Inclusive Campus Communities -- Chapter 7: The Transition to Leadership: From Pilot to Air Traffic Controller -- Part Two: Leadership Concepts and Competencies -- Chapter 8: What is Leadership? Making Sense of Complexity and Contradiction -- Chapter 9: The Competency

Approach: Integrating Leadership Knowledge and Skill -- Chapter 10: Leadership and Communication: Principles and Pragmatics -- Chapter 11: Conflict and Difficult Conversations: A Leadership Competencies Laboratory -- Chapter 12: Leadership Self-Assessment and Reflective Practice: Always a Work in Progress -- Part Three: Applied Tools for Leadership and Organizational Effectiveness -- Chapter 13: The Excellence in Higher Education Model: An Integrating Framework for Envisioning, Pursuing, and Sustaining Organizational Excellence -- Chapter 14: Strategic Planning: Translating Aspirations Into Realities -- Chapter 15: Organizational Change: A Matrix Approach -- Chapter 16: Outcomes Assessment: Creating and Implementing Measurement Systems -- Chapter 17: Crisis Leadership: A Values-Centered Approach to Crisis in Higher Education. Chapter 18: Leadership Development in Higher Education: Formal and Informal Methods -- Chapter 19: Connecting Leadership Development and Succession Planning: The Missing Link in Organizational Advancement? -- Chapter 20: Into Uncharted Waters -- Appendix A: Snapshot View of the American Higher Education Sector -- References -- Author Biographies -- Contributor Biographies -- Index.

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### Sommario/riassunto

"Taking into account the imperative issues of diversity, inclusion, and belonging, and the context of institutional mission and culture, this book centers on developing capacities for designing and implementing plans, strategies, and structures; connecting and engaging with colleagues and students; and communicating and collaborating with external constituencies in order to shape decisions and policies"-- Provided by publisher.

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