

Building Relationships That *Work* and Last

Leana Houser
Recycling Manager
Johns Hopkins University

Poll Question

What is your role at your institution?

- Operations
- Sustainability
- Both
- Other



*"Sometimes I think the collaborative process
would work better without you."*

CNT

Differing perspectives

Sustainability

- Change
- Long term
- Cross collaboration
- Meetings
- Sustainability is the mission

Operations

- Stability
- Immediate and shorter term
- Independent
- Putting out fires
- Sustainability is extra

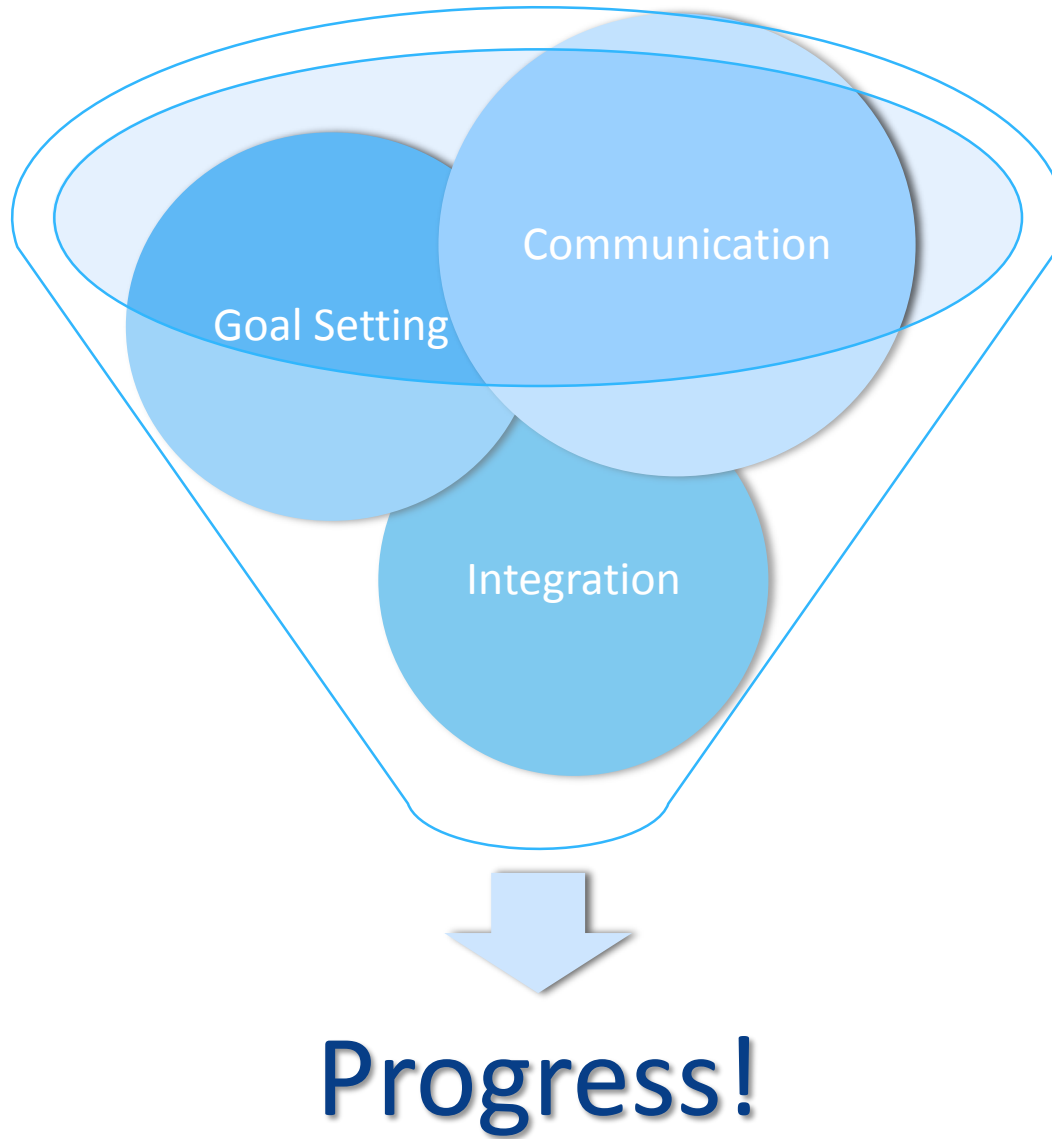
Changing approaches & attitudes

Sustainability

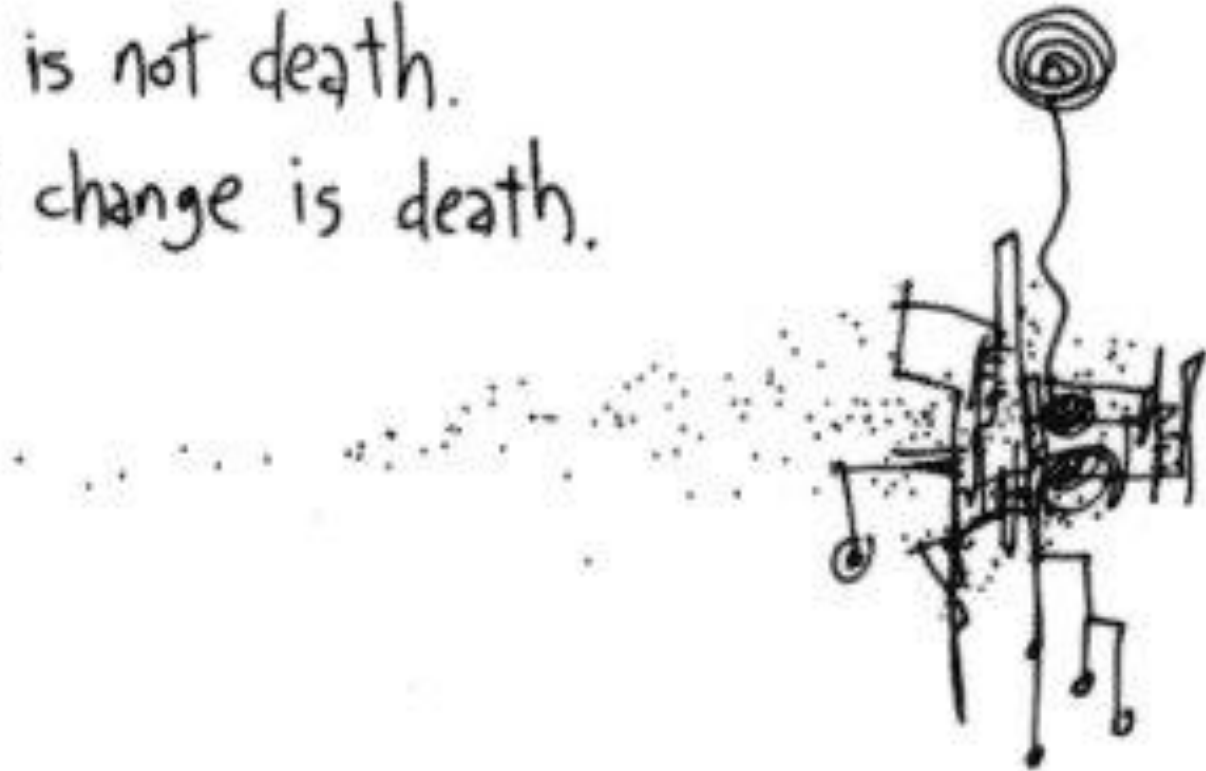
- Clearly communicate goals and targets and provide context
- Be sensitive to fear and risk aversion
- Prepare for a longer timeline and expect delays

Operations

- Think hard about real vs. perceived barriers
- Clearly communicate concerns/fears
- Be open to the potential that change will solve existing operational challenges



change is not death.
fear of change is death.



(c)gapingvoid.com