SCHOOL LEADERSHIP IMPROV RULES

YES! AND...

Acknowledge Concern.
Validate every concern with engaugement and active listening.

Don't Dismiss Emotion.
The emotion is equal to the reality perception.

Avoid the "NO."
Don't block momentum or a collaboration opportunity.

Add Direction.
Add the administrative parameters, perspective, and details.

Protect Dignity.
The audience, the staff, the students, and you.

NOW WHAT?

Move the School Forward.
What action, supportive step, alternative, or outcome are YOU wanting?

Stay Clam/Decide Confidently.
You hold all the cards. Don't throw them away by reacting badly.

OTHER TIPS AND TRICKS

POKER FACE

Watch your expressions.
They can give a different impression than your words.

Know your audience.
Don't add humor when it is not appropriate.

ONE IN THE CHAMBER

Distraction can show interest in them as a person.

- "Nice shoes. Are you faster in those?"
- "Are you taller than yesterday?"
- "How is that new baby at home?" (Family member)
- "Can I get you a water?"

1.

2.

3.

Take a Drink to Think
One drink gives you 3 or more seconds to assess and plan.

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