



DL: MAKING IT REAL

JUNE 13, 2016

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Better Leaders. Better with SAMs.

The NSIP logo features the text 'NSIP' in a bold, blue, sans-serif font. To the right of the text is a circular icon containing a lightbulb, a gear, and a checkmark. Below the text and icon is the text 'National SAM Innovation Project' in a smaller, blue, sans-serif font.

Management, Instruction and Interaction



Who are your school's leaders?



LEADING DIFFERENTLY

So You Think You Can Dance?



CULTURE CHANGERS

- Lesson Plan
- First Responders
- Pull Protocol
- Email
- Management briefings
- Ticket, my table
- Shadow: T/SS/S
- Focus Groups
- Portfolio Review
- Celebratory Feedback
- Pivot
- Exit/Entrance Interviews
- Colleague Walkthroughs
- Student, Parent, SS Voice
- Facilitative discussion
- 3 Question Rule
- Money Rule
- I don't Know Rule
- Take a Break Rule



First Responders

TimeTrack Calendar | National SAM Innov...

time-track.samsconnect.com

TimeTrack®

7:20 PM

Jun 2016

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Instructional Leadership Time

IA - Indian Hills Jr Hig

Search

First Responders™ Information

First Responders™

Indian Hills Junior High School
Shane Christensen, Principal

Area	1st	2nd	3rd
After the Bell	Natalie French	Zac Sinram	Shane Christensen
Athletic Events	Zac Sinram	Coach	Barb (ticket taker)
Budget/Finanace	Lorie Carter	Shane Christensen	Zac Sinram
Building Technology	Franny Fray	Steve Pond	Joe Rich
Certified Staff	Barb Johnson (office)	Lorie Carter	Shane Christensen
Classified Staff	Barb Johnson (office)	Zac Sinram	Shane Christensen
Discipline	Keith Sandvig/Zac Sinram	Joe Rich	Barb Johnson (counselor)
Dress Code	Barb Johnson(counselor) girls	Zac Sinram-boys	Joe Rich-all
Facilities	Carol Mougín	Shane Christensen	Office
Health/First Aid	Pam Miller	Barb Johnson (counselor)	Office
Maintenance Issues	Carol Mougín	Shane Christensen	Zac Sinram
Purchase Orders	Lorie Carter	Shane Christensen	Zac Sinram

SAMs

Contact

Fri., Jun. 10

Start - 6:45AM



Training, Teaching, Modeling

Validation Communications Protocol Modeling



EFFECTIVE COMMUNICATION

Start with the basics: *Validation*

Validation is way of connecting emotionally... a way to demonstrate that you hear, understand and care.



EFFECTIVE COMMUNICATION

Yes, Yes, Yes

Say what you CAN do...avoid explaining what and why you can't do something. Stick to what you can do. For example, if a caller demands to talk to the principal right now, and you know that is not possible, tell the caller what you CAN do. *"I can have the principal call you at 3:15 today."*



SUPPORT STAFF TEMPLATE

Validate: *“I’m sorry. I know my principal will be very concerned.”*

Look at the TimeTrack calendar, when is the principal free: *“I can schedule time with the principal at 3:00 PM.”*

Look at the First Responder Sheet, who should try to deal with this first? *“The principal would not want you to wait. Mrs. Stevens can help you right now.”*

Say what you can do, not what you can’t. *“I can save the appointment for you for 3:00 PM but the principal will want you helped right now. I can get Mrs. Stevens to help you now.”*

Don’t argue. Don’t Argue. Don’t Argue. Instead, keep saying what *you can* do.

Say again: *“Here’s what I can do.”*

Validate again. Make the problem seem easy to solve. *“We can fix this.”*



Ask, Don't Tell



feedback



directive
non-directive
celebratory

FOCUS



*Be Mindful
Today!*





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NSIP
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