

Everything Education

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BTAT

Build Parent Relationships

**Minimal Resources, Very Flexible:
time needed, content, rigour**

**Organization: professional develop-
ment, team building**

**Very Interactive, Mildly Confronting,
Reflective**

UNDERSTANDING THE "POSITIONS"

For any situation where there is a conflict or possibility of a conflict look at the situation from other Points of View (POV).

The steps are straightforward:

1. Summarize the other POV
2. Be able to state the "truth they see"
3. List the needs or concerns of the others: manager, Board Member, colleague, community member
4. List your needs or concerns
5. List the business/company needs or concerns
6. Imagine you are the co-worker/manager/family/supervisor. How does it feel? What do you believe?

Often the school position is difficult for those not making the decisions to understand. Helping others understand the position is crucial to your success when talking to parents.

Consider the following:

- State common goals clearly, and early.
- Know your abilities. Plan improvement through appropriate Learning opportunities where necessary.
- Let the workers do their job. Modify the environment if necessary. Mediate with others if necessary.
- Make sure everyone gets rewarded.

Dealing with the aftermath of a difficult situation is complicated. Especially if the outcome has not been satisfactory for all participants.

Promote the following ideas to those involved:

- LOOK BACK
- LOOK AT CHANGE
- MOVE FORWARD

It helps focus people, gives them hope and encourages them to address the change issues positively.

PERSONAL PROFORMA

A personal pro-forma can help if you need to make a decision quickly, or you are confused by the problem/issue.

My pro-forma has three stages:

- 1: Get to the Detail
- 2: Evaluate a Decision 5 ways
- 3: Uncover what follows from a decision.

GET TO THE DETAIL

by answering the following questions

- 1. What do I mean by ...
- 2. What do they mean? I think they mean ...
- 3. What example or analogy will clarify my (or their) understanding?
- 4. What would the opposite of this situation look like?
- 5. How can my success be measured?
- 6. What will failure look like?

EVALUATE DECISIONS: USE THE 5 WHYS

- 1. Have I made an unjustified generalization? Why?
- 2. Am I oversimplifying the issue? Why?
- 3. Am I labeling things and taking them on face value? Why?
- 4. How are things connected to each other? Why are they connected?
- 5. Why do I think I've uncovered the real reason/cause?

UNCOVERING (the last stage)

- What follows on from this decision?
- What are the consequences of this decision?
- How can I interpret this decision?
- How will others interpret this decision?