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Session: (select one) 1 2 3 4

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!!! 3 things learned

* Conflict is neither positive nor negative. We have the influence and the power over conflict to determine its path. This was a new way of looking at conflict because I often put a negative connotation and then react with that mindset.
* When I reflect back to my years as a principal, I would have been much more successful in handling conflict if I had realized what the authors proposed in that we better manage conflict through quality questioning to encourage open communication that allows us to get to the true root of the problem.
* Margaret Wheatley distinguished *feedback* from *measurement* by defining measurement as focused on numbers, rankings, and ratings with emphasis on stability and control. Feedback, while taken from numerical data, is individual and setting specific and focused on adaptability and growth. This delineation is something I had not considered in this way, and gave me clarity as to the importance of feedback to the change process.

++ 2 connections made

* The question, “are we using what we know”, hit home with me. Too often we find schools that receive high quality professional development and ongoing support, yet experience a gap in implementation within the classroom. It causes me to wonder how my support could change to better impact classroom implementation.
* Trust and relationships are vital for change to have a positive impact. The Fullan quote, “Information is on paper and in computers. Knowledge is in people. Data without relationships merely increase the information glut.”

? 1 question

* How can I better incorporate the use of quality questioning to resolve conflict and develop a professional development opportunity for the ARI principals and coaches that I serve?