Name: Jennifer Roberts

Session: (select one) 1 2 3 4

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!!! 3 things learned

* Three ways of dealing with difference: domination, compromise and integration. I never really saw compromise as a scenario where neither side gets what it wants.
* Communication was defined as the willingness to share information, tell the truth, admit mistakes, maintain confidentiality, give and receive constructive feedback and speak with good purpose.
* The most important skills in effective mediation are active listening and quality questioning.

++ 2 connections made

* What gets monitored gets done. I’ve been in many schools and witnessed this very thing. I’ve heard administrators lamenting that certain things were not being implemented, but were blind to the reality that they never left the office to monitor what they deemed as important. I’ve seen just the opposite where the administrator did monitor on a regular basis. Big difference!
* I loved the scenario where the principal set up the protocol that before anyone spoke, they had to sum up what the person speaking before them had just said. What a great example of active listening! I’ve witnessed one principal do this and it was quite powerful. I think there’s an underlying validation to the speaker that his voice has been heard and that people were not just waiting for their turn to talk.

? 1 question

* In the short time that we have with our clients, how do we model cultivating trust so that we may get past superficial layers and delve into the interferences of student achievement?