Name: Sandy Cauley

Session: (select one) 1 2 3 4

C:\Program Files\Microsoft Office\MEDIA\OFFICE12\Lines\BD21318_.gif

3 – 2 - 1

!!! 3 things learned

1. The most important role a leader can take in mediating misunderstandings is that of information seeker, listener, and questioner.
2. Active listening and quality questioning are skills that are of utmost importance in being successful in mediating. Also, maintaining an objective point of view is important.
3. Getting to the root cause of a conflict is the key to successful mediation, and can be uncomfortable at times. Finding a resolution requires that we value the views of all parties.

++ 2 connections made

1. In understanding monitoring as it pertains to school growth, data are only as good as the questions and dialogue they generate. We have certainly learned that data is only useful when it is used to make change. It is the next step (beyond data analysis) that is crucial.
2. For continuous improvement, feedback is crucial. I have seen this in my work- when feedback is given either too generally or not at all- change does not occur.

? 1 question

What methods of feedback (following monitoring) have been used that have been most successful?