Name: Vickie Chappelle

Session: (select one) 1 2 3 4

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!!! 3 things learned

* The most important role a leader can take in mediating misunderstandings is that of information seeker, listener, and questioner.
* Leaders are frequently called upon to use the skills of mediation before conflict develops- especially concerning issues that are likely to trigger strong emotional reactions.
* “Learning Leaders” are continuously learning from both mistakes and successes.

++ 2 connections made

* We are working on developing and maintaining “communications trust” within our ARI Regional teams this year.
* Just as in the story of the kids who were skipping school because of bullies on the bus, we sometimes gather data without really studying it and asking the right questions about what the data ***really*** means. We don’t often take the time to ask the right questions to the right people to get the right answer.

? 1 question

* What questions should we be asking about what our state data is telling us that we are not currently asking?