

Staff Communication Procedures

Below are some strategies that would help a leader stay connected and transparent with their staff.

Staff Rounding

At least once per year, the leader can schedule 1:1 time with each staff member to ask the following rounding questions:

1. What's working well?
2. Do you have the resources you need to do your job?
3. Is there anything that I can do better to help you perform well?
4. Is there anyone who has been especially helpful to you?

The leader can then report back to the full staff with a summary of findings and share any next steps.

Staff Survey

Twice each year the school principal will send out a survey to all staff members to share any concerns or items that they feel are important for the principal to know. This is an avenue to share things that have surfaced and you would like to share.

- These surveys will come out at the end of the 1st and 2nd Trimester.

Sample Survey Questions:

1. What concerns would you like to make the school administration aware of?
2. Are there any specific things that have happened this school year that have made you feel unheard?
3. What can the administration and/or Governance Board do to better support you as a staff member at our school?

Questions and Concerns

School leadership always welcomes and appreciates all questions and concerns at any time. Please be as direct as possible in all your communications at the school. The following should help you efficiently get your questions answered and your concerns addressed.

Conflicts and Grievances

The school encourages conflict resolution in our community that starts with direct communication with the involved parties.

Direct Resolution

1. If you have a question or concern, go directly to the person(s).
2. Develop and propose a strategy for addressing the issue.
3. Both parties record the date and take notes regarding the conversation and any decision(s) made.
4. If you do not feel comfortable going directly to the person you can move on to step #2.

Supported Resolution (Informal)

If either party needs additional support or is unhappy with the results of the Direct Resolution step, they may request a Supported Resolution process, which consists of a meeting between the parties involved and a facilitator from the list below. This conversation with the facilitator follows the same format as Direct Resolution, above.

1. Additional support can come from the following people if needed:
 - a. Colleague
 - b. Principal
 - c. Executive Director
 - d. Leadership Council Representative (Items can be brought to the full council if desired)
 - e. Board Chair (If conflict might include the Principal or Executive Director)

Coordinated Resolution

If Supported Resolution is unsuccessful in satisfying the concerns of all involved, then Coordinated Resolution, with school administration, may be requested. In Coordinated Resolution, a formal meeting, and active conflict resolution will take place with the school administration and those involved in the conflict.

1. If conflict directly involves school administration then request Coordinated Resolution with the Governance Board Chair.

Formal Resolution

If Coordinated Resolution is unsuccessful in satisfying the concerns of all involved, then Formal Resolution may be requested. In this process, the aggrieved submits a written complaint, along with documentation of previous steps, to the Governance Board Chair. At this point, the Governance Board has the option of handling the resolution directly or forming a temporary Grievance Committee to assist in the investigation and resolution of the conflict or grievance. If forming a committee, consideration will be given to the best composition to provide an impartial resolution. Members of the committee may include staff members, teachers, administrators, and/or outside mediators, depending on who is involved in the conflict or grievance.