





Agenda:

Ice breaker by student leaders

Update on newly-formed *diverse department think tank* for input on
‘communication for treatment’

Review treatment commitment ideas

Ice breaker by student leaders

One student on each table

Introduction

Question to all members on table:

Please tell your name, share your favourite hot and cold beverage and tell why is that your favorite beverage.

One person from table reports.

Training on collaborative communication for a respectful treatment

- **Types of communication:** verbal communication, non-verbal, written-emails/events, visual, or listening
- **Process of communication** (Starting from district office)
 - Courtesy response (samples will be included):** Acknowledging customer via verbal or written (a standard response to go out if an answer is not ready yet, some additional information is required, or the person ultimately responsible to give answer is not available)
 - In-person communication:** Body language, facial expressions, tone of voice, use of appropriate language, communicate later if do not have the answer at the moment, give a patient hearing to understand the requirement/concern,
Clarify & double check: Do you understand?, Should I repeat that?
Take a breather: 10 seconds break to formulate your thoughts
Stay focused: on your customer (parent, student, colleague etc.)
- **Based on time-sensitive issues:** parents calling regarding child's health, grades, transportation, bullying, ,
- **Underestimate people's understanding and over communicate:** Articulate your written or verbal response
- **Choose the right medium for effectiveness based on your audience:** virtual, phone, email, in-person

The first step-Research on communication

Research started in September, 2023

15 Courses to improve your communication skills in the workplace

Communication in a Leadership Team for Systemic Change in a School District

Building Effective School - Family - Community Partnerships in a Large Urban School District

Exploring How School District Leaders Make Meaning of Equity in Practice through Positive Behavioral Interventions and Supports

Conflict Resolution Education and Positive Behavioral Support: A Climate of Safety for All Learners

Educational Leadership to Create Authentic Inclusive Schools: The Experiences of Principals in a Canadian Rural School District

How to Improve Communication Skills at Work

Communication - Basics and Importance

Communication: Characteristics, Process, Types, 7Cs, barriers to communications, & Importance

Cultural differences and body language

A leader's guide: Communicating with teams, stakeholders, and communities during COVID-19

Ana Mendy, Mary Lass Stewart, Kate VanAkin. April 2020.

Quick Stress Relief

Jeanne Segal, Melinda Smith, Lawrence Robinson. March 2020.

Behavioral Communication Style Evaluation

Based on the work of Tony Alessandra

8 Great Tricks For Reading People's Body Language

Travis Bradberry, Ph.D., TALENTSMART

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Non verbal communication

How to Improve Communication Skills at Work

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2nd step : creating an action plan

Preliminary introduction and feedback: Setting up a *diverse department think tank* -October 15

(Members from various departments of district)

First meeting with the *diverse department think tank* : October 24, 2023 followed by feedback and recommendations

Task force members :

1. Ciara Reyes (Communication)
2. Gwen Kane (Human Resource-Workers Comp-FMLA)
3. Jackie Shikany (Business Services)
4. Amy Troutt (Ed. Tech)
5. Raymond Mora (Human Resource Specialist-Region 2)
6. Erika Williamson (Academic Support)
7. Lidia Vittore (MTSS)
8. Elizabeth Fox (Social Services)
9. Roger Toops (Material Management)
10. Jenifer Pease (Budget Finance)
11. Jason Carpenter (Payroll)
12. Isabel Contreraslopez (Purchasing/capital projects)
13. Joan Rolfes (Curriculum/Instruction)
14. Diane Kemps (Human Resource Specialist-Region 5)
15. Lori Mora (Assistant Superintendent)

2. First meeting with the *diverse department think tank*: October 30, 2023
3. Share out ideas with Equitable Outcomes for All Committee: November 1, 2023
4. Third meeting with the *diverse department think tank*: Nov. 6, 2023
5. Training on communication for treatment to *diverse department think tank*: By December 10, 2023
 - Gather feedback via survey
4. Pilot at district office: Date TBD

District wide communication process ideas- by diverse department think tank



We commit to...

1. keeping all departments involved, informed about all essential updates in a timely manner.
 2. provide communication to impacted staff instead of only directors and supervisors when applicable.
 3. choosing the appropriate team member(s) for the content of a meeting.
 4. respond to emails within 48 hours
 5. return calls within 48 hours
 6. Communicating in multiple ways (drill down to what does that mean?)
 7. check -in with our team members on a weekly basis, and encourage them to self-reflect with targeted questions.
 8. Starting all communication with positive intentions
Should the following four agreements be expectations for every meeting and team member?
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1. What else (from students, parents, staff, and community members' point of view)

Please form groups as follows:

Students

Parents

School staff

District staff

Community members



Diversity calendar Update

We are looking for other resources that fit our need better.

<https://sps.cuny.edu/about/cied/diversity-calendar>

<https://www.cu.edu/ssc/dio/calendar>-Easiest

<https://diversity.uiowa.edu/Celebrations/january-2023-celebrations>

