

Effective Communications for School Leaders

The background of the slide features a series of stylized, light-colored human figures holding hands in a line, creating a sense of community and unity. The figures are simple in design, with rounded heads and rectangular bodies, and are set against a dark, textured background.

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Let's get to know each other...

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***Raise your
hand if.....***

In Today's Session

Put Communication on your
Radar

Importance of Knowing Your
Audience

How to Create a Great
Communication Plan

Controlling the Chaos &
Generational Differences

My Top Ten Tips

Questions, Answers and Ideas

Today's Compass



N - Needs

S - Suggestion

E - Excites

W - Worries

Why Market Your School

- Build Public Confidence.
- Political Environment Is Less Than Positive.
- Community Demographics Have Changed.
- The Daily Technology Wildcard
- Presence of School Choice – FUNDING
- Staff Recruitment/Retainment.
- Share School Pride and School Culture.

Interesting Facts

For most parents a school is only as good as the teacher in front of their child.

Even people without school age children typically rank “good teachers” as the single most important indicator of a good school.

“Who is the most credible school source for information?”

A Communication Plan

Will help you.....

- Accommodate the forces of change.
- Create a responsive, future-focused organization.
- Explaining the WHY sets the context – people can argue to process/decision but everyone needs to know WHY in the first place.

What is the Plan?

Research (What information is needed?)

Planning (Develop your plan.)

Implementation (Follow your plan.)

Evaluation (Measure your results.)

Example: Centralized Enrollment System

- **Research** – where are we today, what is working/what is not, what are the parameters, what is likely to impact the budget, what is unknown.
- **Planning** – what process will we use to make process decisions, who will be impacted, how will we communicate, how will we evaluate and prioritize. Who is responsible for what, timeline, who needs the information.
- **Implement** – follow the plan and move forward.
- **Evaluate** – Bring the group together to find out what worked and what needs to be changed for next time.

Who is the Audience?

- **Internal vs External**
 - Department to Department
- **Parents vs Non-Parents**
- **Differentiating the Medium**
- **Evaluation** – did the message get conveyed?

Involving People Is Critical

- If you want commitment, you'll have to involve people.
- People need to be involved in decisions that affect their destiny.
- If you want people to be part of the plan, you have to make them part of the process.



Feedback Is Important

- Provides a Snapshot in Time
 - Demographics
 - Strengths and Weaknesses
 - Perception
- Identifies Trends and Hot-button Issues
- Let's You Know "what's out there"

Tools for Gathering Feedback

- Team/Department Meetings
- Focus Groups
- Town Hall Meeting
- Task Force
- Surveys
- Board Workshops

Why Survey?

- Find out how well you are communicating
- Learn how people feel about specific programs
- Assess staff morale
- Find out what kids think is important
- Determine expectations
- Find out where you are with an issue



Table Work



Group Share

10 Minute Break

The Difference Communication Can Make

- Investment in Success
- Keep the Vision and Mission of your District at the Forefront
- Relationship Building/Management = TRUST
- Image and Reputation

Communication is the Key!

- Our job is to tell all of the stories (good and bad).
- With the correct tools, every member of your district can think (and work) like a member of your PR Team.
- The key is to create a common message and to have a consistent communication plan in place – EVERY TIME.

Importance of Communication



CREATING
AMBASSADORS



TELL YOUR
STORY FIRST



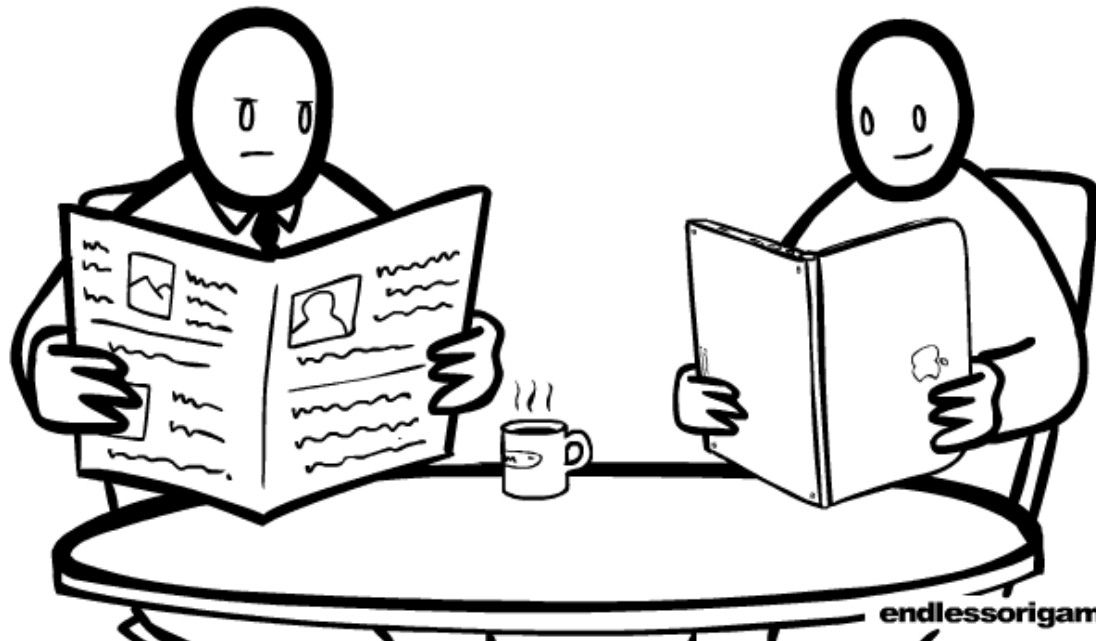
LISTEN, LISTEN,
LISTEN

Important Tips

- Let's Share the Good News
- Reporting Progress Continually (nobody likes surprises!)
- Using Mediums that Work
- Always Explain the "Why" (*Why there is testing, Why we need new timecard system, Why a Field Trip is planned*)

Media: It's a New Day

SOMETIMES I LIKE TO REMIND MY
PARENTS JUST HOW OLD THEY ARE



endlessorigami.com

Media Differences

Broadcast Media

- Sound bites
- Visual; cameras see everything
- Catches flaws, magnifies mistakes

Print Media

- Key messages; elaboration
- Charts, graphs, pictures
- Can go back with more/revised

Social Media.... Well, this one is tricky!

Handling today's media... anyone with a phone!

- Stay with facts and do not speculate.
- Know the main points you want to share.
- Be a credible, reliable source - or find one!
- Rehearse potentially tough questions.
- Own it - if it requires accountability do it immediately.
- If it is an unfolding issue - be sure to set next update time.

Using Social Media

- Tell your own story
- Pictures make it real
- Gives parents and the community an “inside” look at our schools, classrooms and kids
- Real time – yet can be scheduled
- It’s where today’s families get their “news”

Helpful Social Media Tips

- Enforce board policies
- Correct misinformation with official sources
- Avoid negative back-and-forth exchanges
- Encourage them to contact the school to directly discuss their concerns



So Much to Do...
So Little Time

***HOW TO MANAGE THE CHAOS
through Communication***

Setting Priorities

- Setting priorities is priority #1
 - Looking ahead and being future-focused.
 - Prioritizing Communication - who needs to know; how to share, when to share, etc.
 - Write the WHY!

Visibility is part of the Plan

- Get out of the office!
- Establish visibility with team.
- Get “birds eye view” of day-to-day needs and challenges.
- Attending necessary and meaningful meetings and events.
- Roll up your sleeves and join in on a project or social event.

Delegate - Share Responsibility

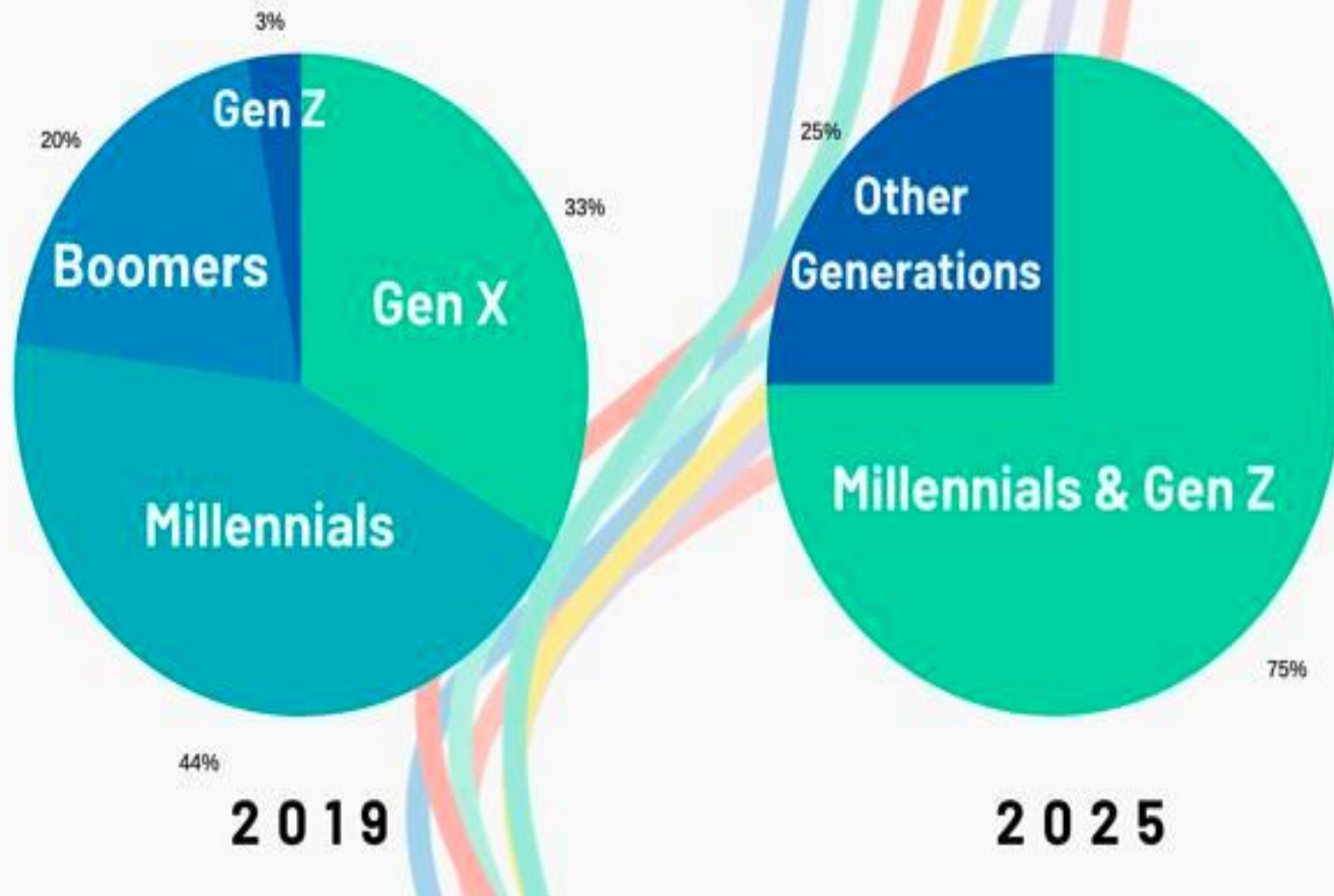
- Establishing roles, responsibilities and clear expectations
- Know strengths and weaknesses of staff and use them!
- Establishing culture of respect, appreciation, rewards/recognition
- Empowerment and trust

Workplace Generations

Uh-oh we don't all think alike!



GENERATIONS IN THE WORKFORCE





Traditionalists: 75+

Baby Boomers: 60-75

Generation X: 42-59

Millennials: 24-42ish

Generation Z: 23U

Generation X

- New generations of leaders, and the most educated.
- Goal oriented
- Thrive on Independence
- Big Question: WHY

Millennials

- A challenge
- Give them the problem, let them figure it out.
- Provide Feedback
- If things aren't FUN, they won't stay.

Building a Thriving Environment for All

- Have Empathy
- Be a Good Communicator
- Develop Common Language
- Have Patience
- Provide Positive Feedback
- Be Relatable
- Be Approachable
- Build Relationships



Table Work

Managing Email Effectively

- Use built-in tools to manage the inbox
- Checking email at set times - finding balance is key!
- Setting team habits - and communicating them.
- Email is not private - not owned by any employee.
- If you wouldn't say it to their face with Grandma in the room, don't send it!

Work Smarter Not Harder

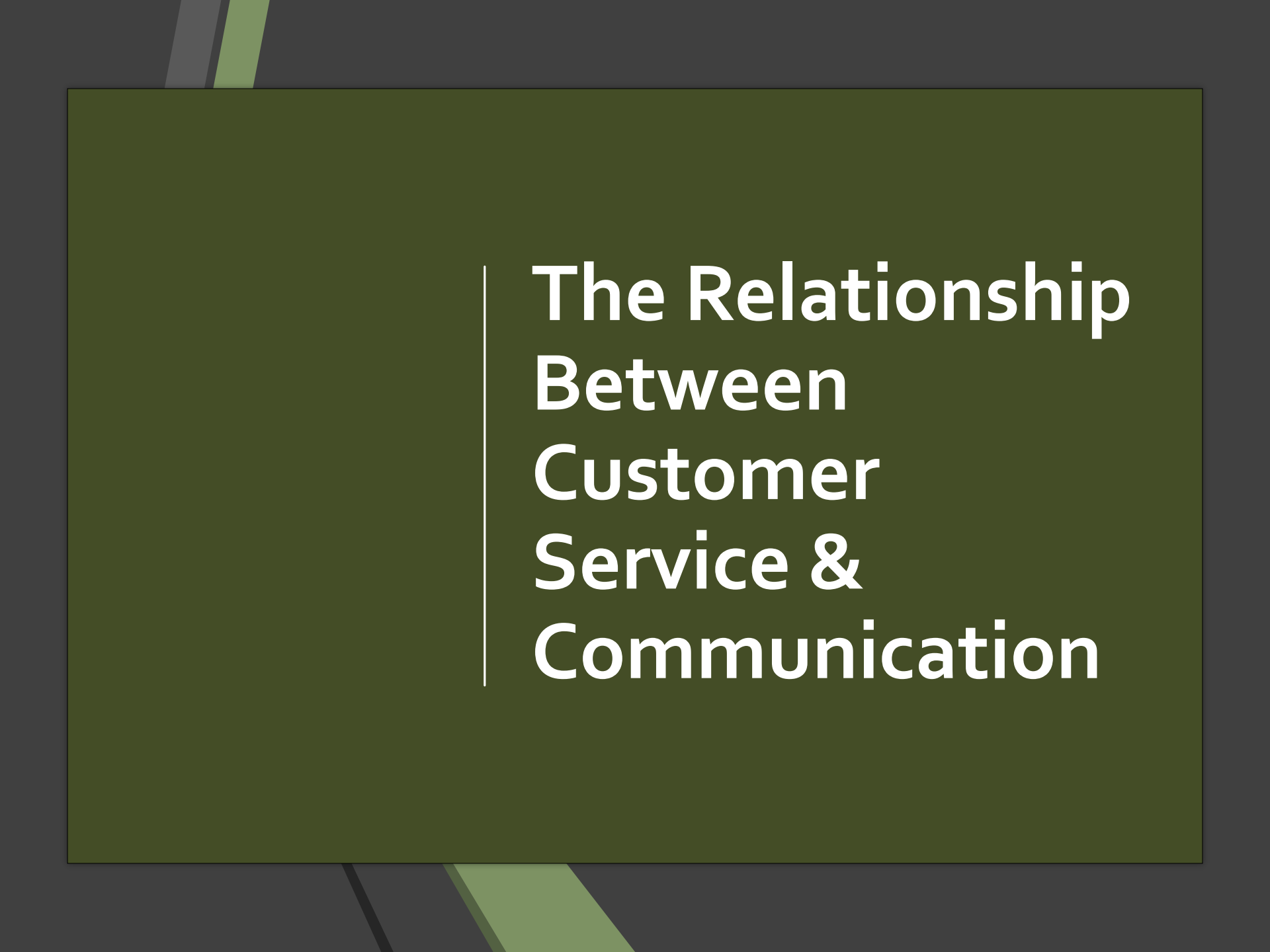
- Don't reinvent the wheel.
- Are there resources and tools available to help me achieve the goal.
- Involve others - especially those in the "know."
- Make Communication a priority



**What is happening in the
next 3 months
that needs a
Communication Plan?**

Self Reflection and Planning

Table Share & Break



The Relationship Between Customer Service & Communication

Frogs are lucky. They get to eat what bugs them.



Power of Relationships



- Service is the connection you make with clients and customers.
- How we treat others affects their perceptions of our quality.
- Perception is “reality” for most.
- Without good customer service your communication plans will fail.

Handling Complaints

- Get into the present. Focus your attention on the here and now.
- Clear your mind of any preconceived notions or assumptions about the customer or the problem.
- Open your ears and LISTEN. Don't jump to conclusions or speak for the customer.
- Ask effective questions that focus on problem solving.

Problem-Solving Questions

- **Ask background questions to:**
 - Understand wants and needs.
 - Evaluate for referral.
- **Ask probing questions to:**
 - Identify the real issue and best solution.
 - Gather information.
 - Determine who, what, when, where, why.
- **Ask confirmation questions to:**
 - Check understanding.
 - Obtain additional information.



Dealing with Difficult People

Leaving hornets in their nest is a great idea!

The best way to deal with hostility is to avoid it in the first place.



Strategies for Keeping Hornets Happy

- Anticipate and predict problems.
- Keep your hornets busy.
- Tell hornets about potential problems in advance.
- Listen to your hornets and their friends.
- Survey your hornets for their opinion.

Five Types of Hornets

- Hostile Hornet.
- Uninformed Hornet.
- Professional Hornet.
- Enlightened Hornet.
- Victim Hornet.



Strategies for Putting Hornets Back into Their Nests

- Listen, listen, listen.
- Think win-win.
- Be willing to compromise.
- Stop talking as soon as you get angry.
- Separate yourself emotionally from the problem.
- Don't try to control the uncontrollable.



Strategies for Putting Hornets Back into Their Nest

- Think before you speak.
- Realize you MIGHT be wrong!
- Thank your critics.
- Remember to laugh ... especially at yourself.





Table Work

Group Therapy

The background is a solid dark olive green. On the right side, there is an abstract geometric design consisting of several parallel lines that create a sense of depth and perspective. These lines are in shades of light green and grey, and they appear to be receding into the distance, forming a corner-like structure.



Top 10 Tips for Communicating

Tip #1

Stop and Think...

who needs to know this?

Tip #2

**No matter where you
are...you are
representing the
District.**

Tip #3

**Admit you don't know
everything...**

(I won't tell your spouse.)

Tip #4

**Realize there is a
little truth to
every rumor.**

Tip #5

**Always explain
the WHY!**

Tip #6

The most credible school sources are the custodians and the secretaries...make sure they know the WHY.

Tip #7

**Bring Negative
People into the fold.**

Tip #8

**Walk the talk...
and follow the plan.**



Tip #9

Let others shine!

Tip #10

**LISTEN – two ears and
one mouth, use
proportionately please.**

WHAT WE DO

Supporting Michigan educators with:



EDUCATOR RESOURCES

Free tools, guides, and classroom projects.



PROFESSIONAL LEARNING

Virtual courses, webinars, and cohorts.



SAVINGS

Cooperative purchasing for technology & supplies.



Improve Learning - Empower Educators - Promote Savings

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Improve Learning

We improve learning by providing curriculum, lesson plans, and activities to build knowledge, teach technology skills, and be safe and secure online.

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PROFESSIONAL LEARNING

Empower Educators

We empower educators with free professional learning through virtual courses, face-to-face workshops, and hands-on training, all offering free SCECHs.

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REMC SAVE

Provide Savings

We provide savings through large volume contracts for a variety of educational resources, including furniture, school and office supplies, software and digital services, and technology.

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REMC SAVE's Impact

2025

- Annual sales over **\$231M**
- **\$154M** back in school & agency budgets
- Saved over **\$1.9 billion** since 1990.

Association

- Over **\$15M** back to REMC's budget
- Value Adds over **\$6.5M** for PL since 2017

REMC SAVE does the bidding so you don't have to!





**Competitively Bid
Large Volume
Contracts - Save time
on Bidding**

**Schools and Eligible
Agencies can use
REMC SAVE**

**1% of total sales comes
back to Association for
Educator Resources
and Professional
Learning**



Educator Resources

**Curriculum and
Lesson Plans**

Resources

Toolkits





- Courses
- Learning Cohorts
- Workshops
- Webinars
- Microcredential Program

FREE to all Michigan Educators - Many offer FREE SCHECHs

Professional Learning



Can You Do It?

- Research and garner data
- Make Communication a priority
- Find someone on your staff who can do this work, and make it a major part of their job.
- Make it clear that everyone has a role in communication -- Ambassadors.

Resources Available

- ISD/RESA Consultants
- MSPRA and NSPRA www.mspra.org and www.nspra.org
- Experts on Call
- State Organizations



Questions, Answers & Ideas