

#### Learning Objectives

At the conclusion of this session, participants will be able to identify:

- Effective communication styles

- Problems with communication
- Listening skills
- Steps for resolving communication/team problems



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#### **Teaming Defined**

- Teaming involves:

  - Two or more persons (We...)
     Cooperation (Together we will...)
  - Shared problèm-solving (We will take steps
  - Planning (We need to accomplish...)
  - Finding solutions for a productive and meaningful outcome (When we are finished, we will have...)
- · Can be formal or informal.
- · Communication is a key.
- Cannot exist in isolation



#### **Historical Perspective**

- Teachers have been used to working alone in their classrooms. In the past, asking for assistance would have been viewed as incompetence.
- Hired in the 1950s to support teachers with clerical type duties.
- Roles have shifted, becoming more instructional.
- Still performing original types of responsibilities.



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"We did then what we knew how to do".

"When we knew better, we did better."

- Maya Angelou





# An example of BAD TEAMING!

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# An example of GOOD TEAMING!

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#### WHY BUILD a TEAM?

 Foster professional and personal growth and learning through sharing knowledge and skills.



- Create unique, flexible solutions to problems.
- Support each other & maximize each other's potential.
- Reduce the feeling of isolation.

#### WHY BUILD a TEAM?

 Practice open/honest communication, make an effort to understand and accept each other's points of view.



- · Establish goals together.
- Share a vision of what needs to be done to accomplish goals.
- Feel input is valued.

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# Teaming for Student Success



67% of teachers and 78% of principals think effective teaming has a major impact on student achievement.

Survey of the American Teacher Metill

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## Critical Elements of Good Teams

- Communication
- Cooperation
- Coordination
- CARING



#### **What Makes a Good Team?**

- Effective Team Leaders
- Effective Team Members
- Good Communication
- A Common Goal



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# What Makes a Good Team Member?



How well do you know your colleagues? How well do you know yourself?

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#### **Good Team Members:**

- Are present and punctual.
- Prioritize meeting times.
- Listen to and respect others.
- · Practice WIN-WIN.
- Pay attention and contribute.

- Come prepared.
- · Are positive.
- · Stay on target.
- · Follow through.
- Ask quality questions.
- Use HUMOR!

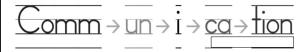


#### **Good Team Members**

- Know themselves strengths and weaknesses.
- · Can depersonalize situations by:
  - Avoiding negative comments/character assassinations.
  - Emphasizing students/goals.
  - Being aware of nonverbal and verbal actions.
- Put needs of students before the needs of the adults.

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# Good Communication is the KEY to Building Relationships!



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#### **Negative Comments:**

· Have you heard these?



#### Have You Heard These Negative Comments In Meetings?

- "That doesn't matter right now! Let's stay on the topic."
- · "Unfortunately, that's wrong!"
- YOUR TURN: Write down a couple of your own.







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#### **Positive Comments**

Have you heard these?



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### Have You Heard These Positive Comments In Meetings?

- "That's a really good idea! Let's talk more about it."
- "Thanks for your suggestion. It helps when everyone provides input."
- YOUR TURN: Write down a couple of your own.







#### **Strategies for Effective Teaming & Communication**

- · Work together.
- Create a climate of ( trust.



- Ask for clarification or assistance when needed.
- Develop a system of verbal and non-verbal cues.
- Respect individuality.
- Be receptive to others.

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#### Listening Skills®

- Tune out or become distracted.
- Interrupt.
- Make off-topic comments.
- · Immediately discount others' ideas.
- Make assumptions or jump to conclusions.
- Think about your reply while the other person is speaking.
- Send negative messages through body language.
  - Eye rolls ੴ Folded arms

  - Side conversations



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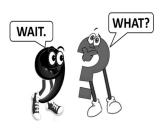
#### Listening Skills®

#### Do. . .

- · Be an active listener.
- · Be receptive to new ideas.
- Become involved.
- Ask quality questions.
- Show the speaker respect.
  - Establish eye contact
  - -Wait for a break to have a conversation with a neighbor
  - Acknowledge with nods



We speak at a rate of about 150 words per minute, but we can hear at a rate of about 1,000 words per minute.



STOP

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# Communication Shutdowns

- "That's not my job/responsibility."
- "We don't have time for that, now."
- "We've never done that before."
- "That's not the way we do things here."
- "That will never work."

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# A difference of opinion doesn't mean that someone is right and someone is wrong.



The biggest communication problem is that we do not listen to understand.
We listen to reply.

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# Good communication is the KEY to building positive relationships!



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#### Understanding Is. . .

- ...the gift that comes from listening to each other.
- ...asking questions rather than having the answers.
- ...allowing differences to fade and similarities to come forth.
- ...naturally acknowledging and appreciating the other person.
- ...shifting from issues to visions.
- ...moving from stalemate to solutions.
  - Kent Gerlach

#### **What's Your Process?**



Understanding yourself AND your colleagues. What do you bring to the table?

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# Shakers

Go for it! Let's give it a try! We'll figure out the details later!



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# Thinkers

Let's think about this for a while. . .

I need to see the big picture. . .

I can see the possibilities, but I would rather wait and see. . .



## Dogrs



What are the details??

Who? . . .What? . . .When?. . .Where? . . . How?. . .WHY??

OK! Let's do this!

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## Feelers

I want everyone to be happy!

Let's not make anyone feel bad!

Don't take away her favorite...????







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#### Which One Are You?



# Keeping good teams good or...making them GREAT!

- Organization is essential.
  - Agenda
  - Notes
- · Stay focused.
  - Common goal
  - Clear understanding
- · Stay positive.
  - Don't let negativity take over

- Clear honest communication.
  - Trust
- Problem solve effectively and efficiently.
- Celebrate success!



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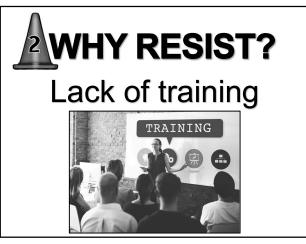
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Lack of defined roles and responsibilities

# Roles and Responsibilities Teacher and Paraeducator Role Perception Activity Directives: Discuss the following basks with your group members. When the group reaches consensus about who performs each bask, put as X is the expression activity data about learnine performance 1. Recording and chartering data about learnine performance 2. Administering standardizated tests 3. Scording standardizated tests 4. Crading lests and papers 5. Analyzing and integreting results of assessment activities 6. Encluding learnine performance 7. Setting goals and dejectives for classes and individual learners 8. Parming lessons 9. Introducing new skills or concepts 10. Mostlying or adapting instructional plans for individual learners 11. Carrying coll learning instructional plans for individual learners 12. Instructing individual or small groups of learners 13. Developing behavior management programs 15. Disciplining stated fest 16. Developing instructional materials 17. Recording and control groups of learners 18. Setting up and marketing of their records 18. Setting up and marketing deplans 19. Intendiving and ordering supplies 20. Participating in individual or group gapting and other school based meetings 21. Intenting with participating and other school based meetings 21. Meeting and confering in participation of group garring and other school based meetings 22. Marketiving a claus, sale found in a displace learners' programs and behaviors 23. Marketiving a claus, sale found in a displace learners' programs and behaviors 23. Marketiving a claus, sale found in a displace learners' programs and behaviors

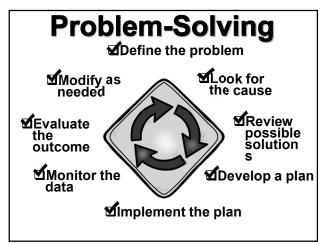
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- Fear loss of control and unknown.
- Low tolerance for change.
- Miscommunication.





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#### **Define the Problem**

- · What does it:
  - · Look like?
  - Sound like?
- Assuming?
- Vague?



#### **Look for the Cause**

- · When?
- · Where?
- · How often?
- Who is there?



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#### **Review Solutions**

- Who knows the student?
- Best solution?
- · Consensus?



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#### **Develop a Plan**

- What are the steps?
- Who will be in charge?
- Write it down!



#### Implement the Plan

- Who needs to know?
- Schedules?
- Materials needed?



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#### **Monitor and Take Data**

- · What?
- · How?
- · Who?
- When?



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# Evaluate how well the plan worked...

- Problem solved?
- Keep it going?
- Unexpected outcomes?
- Plan revised?
- New problems?

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# Sometimes problems catch you by surprise!



## What should Ms. Jones do? What would you do?

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#### What should Ms. Jones do?

Ms. Jones, a paraeducator, has noticed that Johnny is not learning to read and has a hard time with writing.

- a. Work with Johnny in a small group.
- b. Try to determine how far behind he is in reading and writing skills.
- Talk to Johnny's mom about her observations. She lives down the street.
- d. Bring writing samples to a meeting with the teacher and work with her to create a plan for Johnny.

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Gabby is a 3<sup>rd</sup> grade student. She had 10 absences in K and 1<sup>st</sup> grade, 15 in 2<sup>nd</sup> grade, and now 18 this year, in 3<sup>rd</sup> grade. Ms. Jones sees Gabby's mom at the local grocery store and mentions that she had missed seeing Gabby at school that day. Mom quickly explains that they've moved twice since she and Mr. Smith divorced when Gabby was in 2<sup>nd</sup> grade, and Gabby seems to be sick a lot. Shes wants to talk about it more

...and more...and more.

What should Ms. Jones do?

#### What should Ms. Jones do?

- a. Let mom talk until she feels better.
- b. Stop mom, excuse herself and leave.
- c. Stop mom, tell her she needs to talk to the teacher about the situation.
- d. Shake her head in disgust, turn around and walk away.
- e. Stop mom, tell her that you'll be happy to set up a meeting for her with the teacher. She will tell the teacher about the situation.

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# BE PRESENT!



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## Remember to pick your battles!



Image Credit: http://themarjorie.co

#### Remember...

- It's easy to turn a meeting into a complaint session.
- Negativity is contagious.
- To make it work you MUST be committed to the team, and students...

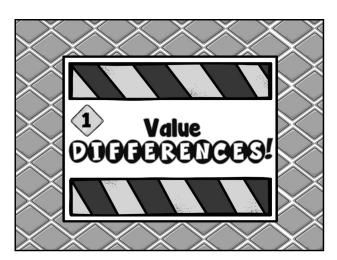


Don't be a part of the problem, be the solution!

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Don't sweat the small stuff...

And it's all small stuff!



- Richard Carlson

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#### **QUESTIONS?**

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#### THANK YOU FOR JOINING US!

