

Children Matter!

Working with Staff and Families

WSA EHS/HS/ECEAP
October 9th 2007

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Early Head Start

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Objectives of Training

It's not what you believe that sets you apart as much as...

- That you believe in something
- That you believe in it deeply
- That you preserve it over time
- That you bring it to life with consistent alignment



Everybody has a Story...

- Is there a child in your life who inspires you to be passionate about your life and work?
- How do they inspire you?

Core Values

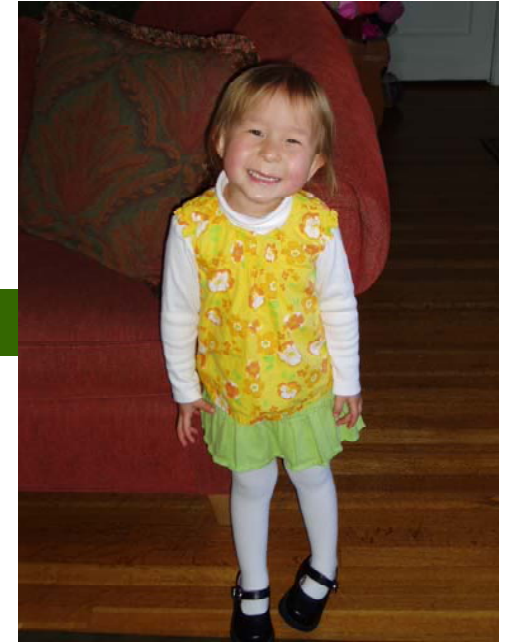


CORE VALUES are a set of basic precepts that plant a fixed stake in the ground that state:

- “This is who I am!”
- “This is what I stand for.”
- “This is what I’m all about.”

Core Values

- Core values must be passionately held on a gut level or they are not core values
- There is no universal set of “right” core values
- The key is not what core values you have but that you have core values



My Core Values



1. _____

2. _____

3. _____

Balloon Activity



Quiet Conversation with Yourself



Core Purpose



- Why are we here? Why does this company exist in the first place?
- The organization's fundamental reasons for existence—a perpetual guiding star on the horizon; not to be confused with specific goals or business strategies.

Core Purpose



- A core purpose is broad, fundamental, and enduring
- The primary role of a core purpose is to guide and inspire...it compels you
- Core purpose is about being authentic, disciplined, and consistent

Your 5 Why's—Reframing

- What is your toughest challenge with a staff member?
- What difficult conversation do you need to have with this staff member to ensure children's needs are being met?
- Reframe the issue into what children need



Core Purpose & the 5 Why's

Children need:

1. Why is that important?

Because

2. Why is that important?

Because

3. Why is that important?

Because

4. Why is that important?

Because

5. Why is that important?

Because

Core Purpose (Change your 5th Why into a "To..." statement):

To

Your Core Purpose & the 5 Why's

Children need:

1. Why is that important?

Because

2. Why is that important?

Because

3. Why is that important?

Because

4. Why is that important?

Because

5. Why is that important?

Because

Core Purpose (Change your 5th Why into a “To...” statement:

To

Reflective Sharing

- Share your challenging situation and how you reframed it into what children need
- Share how you might use the 5 Why's to help the staff member understand why they are so important to children



Quiet Conversation with Yourself



Fierce Conversations

- What is your brutal reality?
- Confront your toughest challenge?
- How do you get out of the black hole?



Fierce Conversations

Examine your personal contribution to this issue.

- What are you pretending not to know about your contribution to this situation being exactly the way it is?
- What would it be if you did know—if you stopped pretending not to know?
- What's going to try and get in your way?



Seven Steps to Prepare for Fierce Conversations

Step 1 Identify your most pressing issue.

In one or two sentences, get to the heart of the problem.

Step 2 Clarify the issue.

Is it a challenge, concern, opportunity or recurring problem that is becoming more troublesome?

Seven Steps to Prepare for Fierce Conversations

Step 3 Determine the current impact.

How does this issue threaten your peace, your business, your personal fulfillment and your emotions?

Step 4 Determine the future implications.

Imagine that it is six months from now and nothing has changed. What are the implications?

Seven Steps to Prepare for Fierce Conversations

Step 5 Examine your personal contribution to this issue.

- a. What are you pretending not to know about your contribution to this situation being exactly the way it is?*
- b. What would it be if you did know-if you stopped pretending not to know?*
- c. What's going to try and get in your way?*

Seven Steps to Prepare for Fierce Conversations

Step 6 Describe the ideal outcome.

What specific results do I want?

Step 7 Commit to action.

a. What exactly are you committed to do and when?

b. What action are you prepared to take if the issue continues?

Quiet Conversation with Yourself



Reflective Sharing



Work in dyads and share your “fierce conversations” with your partner.

Fierce Conversations

Seven Principles

1. Master The Courage to Interrogate Reality

No plan survives its collision with reality and reality has a habit of shifting. People change and forget to tell one another — colleagues, employees, customers, friends. Not only do we neglect to share this with others, we are skilled at masking it even to ourselves.

2. Come Out From Behind Yourself, Into The Conversation, And Make It Real

While many fear “real”, it is the unreal conversation that should concern us. Unreal conversations are incredibly expensive, both for the individual and for the organization. When the conversation is real, the change occurs before the conversation is over.

Fierce Conversations

Seven Principles

3. Be Here, Prepared to Be Nowhere Else

Our work, our relationships, and our lives succeed or fail one conversation at a time. While no single conversation is guaranteed to transform a company, a relationship, or a life, any single conversation can. Speak and listen as if this is the most important conversation you will ever have with this person.

Fierce Conversations

Seven Principles

4. Tackle Your Toughest Challenge Today

The problem named is the problem solved. Identify and confront the real obstacles in your path. All confrontation is merely a search for the truth. Stay current with the people important to you.

5. Obey Your Instincts

You hear them in your head, feel them in your gut, and discern them in your heart. Tune in. Pay attention. What we label as illusion is the scent of something “real” coming close.

Fierce Conversations

Seven Principles

Scott, Susan (2002), Fierce Conversations, Berkley Books, New York.

6. Take Responsibility For Your Emotional Wake

For a leader, there is no trivial comment. Learning to deliver the message without the load allows you to speak with clarity, conviction, and compassion. Remember, the conversation is not about the relationship; the conversation is the relationship.

7. Let Silence Do The Heavy Lifting

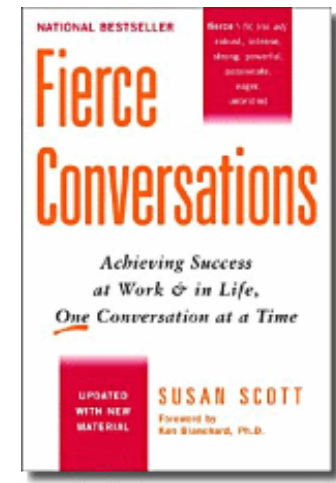
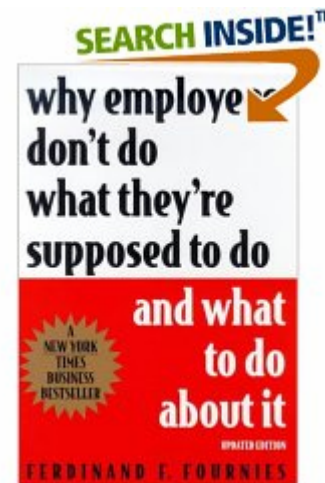
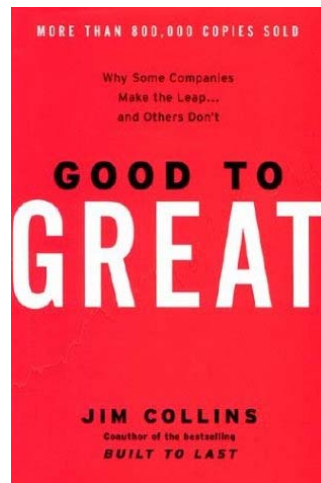
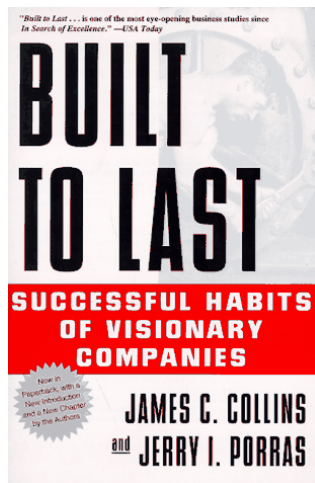
Insight occurs in the space between words. Memorable conversations include breathing space. Learn to love the sweet territory of silence, where an intelligent universe waits to engage you in a dialogue, the first word of which will take you farther than you could have imagined.

Quiet Conversation with Yourself



Resources

- Built to Last & Good To Great by Jim Collins
- Why Employees Don't Do What They're Supposed To Do by Ferdinand Fournies
- Fierce Conversations by Susan Scott



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