

PRINCIPLES OF ORGANIZATIONAL EXCELLENCE FOCUS: PRINCIPLE #8: COMMUNICATE AT ALL LEVELS

There are nine principles for organizational excellence that serve as a foundation for the work that we all do in pursuing excellence at TASD. Each month we will highlight one principle and relate it to the work that we are doing through our Continuous School Improvement tools and strategies.

Focus Principle: Principle #8: Communicate at all levels.

Research from Studer Education has found that “often leaders receive feedback from employees that communication in the organization is not effective. Usually this does not mean that employees want more emails, newsletters, or meetings. Leaders need to begin communication with the “why”. The “why” helps everyone understand the reasons behind the decision or the change that is needed. Once the “why” is explained, leaders then

move to the what and how. Effective communication also means cascading the message throughout the organization. This takes thoughtful consideration around the right process for sharing information.”

At TASD, we have made communication part of our Standards of Excellence to highlight the

importance we put on honest, respectful, clear and concise communication. This involves communication between staff and administrators, between staff members, between staff and parents, and between staff and students.

The PDSA process helps us build effective communication strategies into our everyday work patterns. In

the classroom, as we involve students in discussions about the strategies that we use, we have opportunities to engage in that “why” communication that is so important. Understanding the why behind the strategies helps empower students and allows for more effective feedback and provides the structure to help students grasp the “what” and “how.” Modeling honest, respectful, clear and concise communication with students creates a positive and encouraging culture in our buildings and rooms that moves us towards our mission of educating and empowering.

As a district, we have made communication a priority, using PDSA cycles and staff feedback to refine the methods and timing of communications. Leaders across the district are making intentional efforts to evaluate best practices in communicating the “why”, “what” and “how.”



CSI IN ACTION—USING PDSA PROCESSES IN THE CLASSROOM

In these pictures, see how students are experiencing an impact on their learning through the use of PDSA cycles.

