



Marlo Leatherwood

Harlem Middle School
Harlem, Georgia



Listening is one of the most important best practices in administration. This lets your students, parents, teachers, and staff know that they are important to you. When someone comes to me, I want them to know that what they are saying to me is important, and I really sincerely care about what they are saying to me. If it involves a problem, I ask them what they think should have happened. There have been many times that someone has come to me very upset, and I just listen to what they have to say. By the time they leave, they are expressing their appreciation to me, and all I have done is sit and listen to what they have to say. Listening also allows me an opportunity to learn so much about my faculty and staff. You would be surprised how much it means to people for you to refer to something that they have spoken before such as their child's name, their child's activity, or anything involving their family. It used to impress me that one of my principals could remember the teachers' spouses as well as the teachers' children's names and what activities they were involved in throughout the years. This is because he was an awesome listener. No matter how busy he was. He always took the time to listen to his teachers. This is a characteristic that I learned and now practice with my students, parents, teachers, and staff.