

Early Career Principals Webinar

Dealing with Difficult People: Staff, Teachers, Students & Stakeholders

Tuesday, December 4, 2018
3:00 – 4:00 p.m. (ET)

*Download Presentation/Recording
at www.naesp.org/webinars*





Welcome and Introduction



Aaran Lurry

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Dealing with Difficult People A Principal's Perspective



David N. Wick

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POLL QUESTION

How Many Years of Experience Do You Have as a School Leader?

- A. One to Three Years
- B. Four to Six Years
- C. Seven to Ten Years
- D. More than Ten Years
- E. Not Applicable (I'm not a School Leader)

Question

What's Your Major Issue in Dealing with
Difficult People?

(Type your answer in the “Question” Box)



Dealing with Difficult Parents & Stakeholders

- Assess Situation
- Set Ground Rules
- Project an Open Image and Tone
- Listen, Listen, Listen
- Offer Solutions
- Discuss Varying Perceptions
- Handling Continuing Disagreements



Dealing with Difficult Staff

- Anticipate Problems
- Don't Be Reactive; Don't Ignore
- Be Proactive
- Listen
- Recommend Solutions



Dealing with Difficult People

A Principal's Perspective



Liza Caraballo-Suarez, Ed.D.
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Teachers

- Years of Experience
- Leveraging Strength in Creating Collaborative Partnerships
- Professional Development
- Professional Learning Community
- Sharing Common Vision
- Administrative Support/Discipline

Students/Parents

- Cultural Responsiveness
 - School
 - Community
 - Family
- Social and Emotional Support
 - Character Education
 - Intervention
 - Mediation
- Differentiate Learning/Multiple Entry Points
- Validation
- Connection
- Instruction

Stakeholders

- Politicians
- Central
- District
- Community

Overview

- Organization
- Transparency
- Availability
- Connect
- Communicate
- Collaboration leads to equity and excellence



Question & Answer/Wrap Up



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Additional Resources at:

<https://www.youtube.com/watch?v=N-r36yusuWM>