

## SUPERINTENDENT ADVISORY COUNCIL

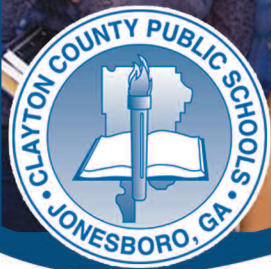
# UPDATES

### Superintendent's Auxiliary Staff Advisory Meeting Updates

10-26-17

- Define what is customer service
- Create a culture or environment that's positive and healthy
- Create a sense of community or team work while working together towards the same goal
- Create a customer survey expectations protocol for the school district. Suggestion for the Auxiliary Staff Council Group to spearhead efforts in establishing the customer service expectations for the school district. Work on customer service standards with the Auxiliary Staff Council Group to address complaints -recommendations from group to establish an online survey
- Develop the best attributes for leadership standards
- Create a survey for all staff to participate in effective communication to establish a culture of collaboration
- Examples of "good customer services standards" shared from the Auxiliary Staff Council:
  - Allow parents/guests to express the fullness of their concerns before responding. Listen first and then offer a comment or response
  - Clarity communication – be clear on what is stated or expected; restate information for clarity purposes to be clear problem solver





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- Be willing to help or assist as needed
  - Acknowledge receipt of emails within a timely manner (i.e. 24 hrs.)
  - Show empathy
  - Be approachable and willing to assist Be a good steward of time and resources and provide good customer service at all times
  - Be thorough – completing the job at task; do not “half step,” follow through
  - Take ownership of whatever the concern may be; do not pass blame
  - Be prepared – be present – be there mentally
  - Don't take things personally, do not shift people around
  - Research if you do not know something or find out to properly help someone
  - Operate more as a team to help people internally
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- How do we plan to improve social/emotional status of employees – addressing workplace bullying
  - Suggestion to encourage stakeholders to embrace change
  - How will the school district address concerns of limited access of stakeholders to reach school leaders verses district leaders be more assessable than school leaders
  - How do we make sure that community and parent engagement extends throughout the school system
  - How are evaluations taken into considerations; does staff have any input when evaluating administrators (ex: Principal/Teacher feedback)

