

# Conflicting Values

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## Standard 3

A school administrator is an educational leader who promotes the success of all students by ensuring management of the organization, operations, and resources for a safe, efficient, and effective learning environment.

## Knowledge

The administrator has knowledge and understanding of:

- Principles and issues relating to school safety and security
- Operational procedures at the school and district level

## Dispositions

The administrator believes in, values, and is committed to:

- High-quality standards, expectations and performances
- Involving stakeholders in management processes
- A safe environment

## Performance

The administrator facilitates processes and engages in activities ensuring that:

- Potential problems and opportunities are identified
- Problems are confronted and resolved in a timely manner
- Stakeholders are involved in decisions affecting schools
- Effective conflict resolution skills are used

## Scenario

As the building level principal of a K-6 building, teachers and parents are at odds with the procedures used for student transportation. You have heard from both sides and you are scheduling a meeting with both groups. Develop an agenda that will promote effective communications and provide information to solve the problem.

## Assignment

- Identify the issue/concern noted in this scenario. (Be specific)
- Define approaches to the problem.
- Analyze the information pertinent to the solution of the problem.
- Identify the key individuals in this scenario.
- List the policies or procedures pertinent to the scenario.
- Reflect on the processing of the activity.

## **Instructor's Notes and Scoring Guide**

For

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#### **Notes to Instructors**

The following could be used to facilitate the solution:

- Develop an agenda for a meeting of the two varying groups
- Needs Assessment: Brain storm list of issues
- Options to resolve the issues relating to school safety and security

#### **Scoring Guide**

Student responses to the case study may be assessed in one or more of the following areas:

- Principles and issues relating to school safety and security
- Operational procedures at the school and district level
- High-quality standards, expectations and performances
- Involving stakeholders in management processes
- A safe environment
- Potential problems and opportunities are identified
- Problems are confronted and resolved in a timely manner
- Stakeholders are involved in decisions affecting schools
- Effective conflict resolution skills are used

#### **2 Points**

Oral and written communications provide a clear, consistent, and convincing evidence of a deep knowledge of communication, collaborative processes, and problem solving skills.

#### **1 Point**

Oral and written communications provide a limited evidence of a knowledge of communication, collaborative processes, and problem solving skills.

#### **0 Points**

Oral and written communications provide little or no evidence of a knowledge of communication, collaborative processes, and problem solving skills.