Your Journey to UDL

A Culture of Feedback and Compassionate Directness

Dr. Katie Novak

WASA Inclusive Practices Professional Development Series

April 20, 2020
The COVID-19 Road Trip

Prepare

If you detoured here, do this to get back on track:

- Provide initial professional development for leadership team and early adopters
- Engaging in universally designed leadership book virtually (i.e., initiative inventory)
- Virtual Video Modules on Inclusive Practice
- Watch Webinar #1 & #2 by May 20-21
- Review District Vision through lens of inclusive practice
- Draft strategic goals for next year to address areas in self-assessment that may be barriers to reaching vision
- Review feedback from parents, staff, and students about remote learning barriers and make connections to need for PD on inclusive practices to transition to remote learning in 20-21.

Integrate

Back on track by May 20-21

Explore

Complete Self-assessment

Attend January kick-off to build background in inclusive practices, multi-tiered systems and universal design

Start
Keep Equity Explicit

- Who are the students (e.g., socio-economic, racial, ethnic, rural, disability) affected by continuous learning policies, programs, practices, or decisions? And, what are the potential impacts of continuous learning on these groups?
- Does this continuous learning policy, program, practice, or decision ignore or worsen existing disparities or produce other unintended consequences?
- How have policymakers and leaders intentionally involved stakeholders who are also members of the communities affected by this policy, program, practice, or decision? Can you confirm your assessment in the bullets above?
- What are the barriers to more equitable outcomes to continuous learning (e.g., mandated, political, emotional, financial, programmatic, or managerial)?
- How will you: (a) mitigate the negative impacts, and (b) address the barriers identified above?
Sentence Stems for Math

I can visualize this problem by_____.

The information needed to solve the problem is_____.

This reminds me of_____.

The strategy I chose was_____.

I know my answer is reasonable because_____.

I am confused about_____.

When I checked my work, I noticed_____.

The number of degrees of arc in a circle is 360.
The measure in degrees of a straight angle is 180.
The sum of the measures in degree of the angles of a triangle is 180.

$A = \pi r^2$

$C = 2\pi r$

$A = lw$

$A = \frac{1}{2} bh$

$V = lwh$

$\pi r^2 h$

$a^2 + b^2 = c^2$

Special Right Triangles

$2x \cdot 60^\circ$
Compassionate Directness: The Cultural Value That’s the Ultimate Competitive Advantage

Creating a culture of continuous and honest feedback allows both employees and the company to grow.

By Arianna Huffington, Thrive Global Founder & CEO
Model for Managing Complex Change

- Vision
- Skills
- Incentives
- Resources
- Action Plan

Success
False Starts
Frustration
Resistance
Anxiety
Confusion

Feedback: Lodge at Buckberry Creek

Traveler rating

- Excellent: 881
- Very good: 176
- Average: 48
- Poor: 22
- Terrible: 15

Evaluation
Types of feedback

Appreciation/Praise

“BEAUTIFUL and WELL worth it!”
Reviewed 1 week ago

This mountain top lodge is just gorgeous! We did two nights and I wish we had a week there. The facility was so well kept and everything in perfect order. Out on our deck we could see wildlife and even small bears. It was crazy! Definitely worth the rate.

Helpful? Thank Harper01

Mastery-oriented feedback

“Great service but less than perfect room!”
Reviewed August 19, 2014

The lodge was very nice and the staff was excellent! We were a little disappointed with 3 things, however. We arrived late in the evening and received a room that was at basement level and SMELLED like it....very musky and moldy smelling. Being so low, the view was not great due to tall trees blocking view of mountains. The room, however proved to be very comfortable and quiet with an amazing bed. The complimentary breakfast was less than we expected with no hot items at all. The view from the dining room was very nice! Ultimately, it was close to town and comfortable, but we would probably try somewhere different next time.
Using Feedback to Inform Improvement
Feedback Triggers (Stone & Heen, 2014)

<table>
<thead>
<tr>
<th>How we think about the giver</th>
<th>Triggered when...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill: How they give the feedback</td>
<td>Not the right time or place</td>
</tr>
<tr>
<td>Credibility: Whether he/she knows what she/he is talking about</td>
<td>Not expertise or background in feedback area... or we don't want to be the kind of people they are</td>
</tr>
<tr>
<td>Trust: Whether we trust their motives</td>
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<table>
<thead>
<tr>
<th>How they treat us</th>
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<tbody>
<tr>
<td>Appreciation: Whether they acknowledge our efforts and success</td>
<td>Someone jumps into feedback without acknowledging all we've done</td>
</tr>
<tr>
<td>Autonomy: Are we given the liberty to have independence and control?</td>
<td>We feel like we are being told what to do</td>
</tr>
<tr>
<td>Acceptance: Are we accepted for who we are at our core?</td>
<td>Feel like we are being rejected for being who we are</td>
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Ask for Feedback!

- Now is the time to ask all stakeholders for feedback.
- Ask them to share the barriers they face, rate concepts they want to learn, complete a self-assessment, etc…

And share your feedback.  What do you need in the next sessions?