

EPISODE 324

Reinforcing Expectations With Reminders & New Processes



INSTRUCTIONAL
LEADERSHIP SHOW



Essential Question



How should I address situations in which people are not meeting routine expectations, e.g. arriving on time for duty?

Question from John



"I have a few people who are consistently AWOL for dropoff and recess duty. Should I reinforce the expectation about being on time for everyone, or just talk to those individuals?"

"I don't want it to seem like I'm not addressing it, which people might think if I only have private conversations." —John

A Bad Reminder



"Hi everyone, I've noticed a lot of people are missing or arriving late for duty. Please be sure to be on time so we have enough supervision for our students."

Problems With Reminding Everyone of Expectations



- The people who are the problem will be **relieved** to learn it's not just them
- The people who are never a problem will wonder if you aren't aware of their efforts to meet expectations, and perhaps feel unappreciated
- Everyone will think you don't have a good handle on the situation

Three Options



1. Address only the individual(s)
2. Give a proactive “thanks” reminder
3. Introduce a process

1. Address The Individual



- Cite the most recent incident:
"Hey, I didn't see you out there at 7:55 this morning."
- Check in:
"Everything OK?"
- Offer support:
"Let me know if you're not going to be on time so we can get it covered while you're on the way."

2. Proactive “Thanks” Reminder



- Only works if there's not an obvious problem
- Reinforces the behavior you want to see
- Does not address the individuals who aren't meeting expectations—still need to do so 1:1

2. Proactive "Thanks" Reminder



"I want to thank everyone for their great efforts to be on time for supervision duty. It's so important to have staff in these key areas to ensure student safety, and it's really important to let the office know so we can get it covered if someone's not where they need to be. Thankfully that has been very rare this year."

3. Introduce A Process



- Recap the expectation and why it matters
- Introduce a process for handling issues when they arise
- Hand over responsibility for initiating this process

3. Introduce A Process



"Because it's so important to make sure we have adequate supervision, if we're ever short on coverage, please call the office and let us know, and I or another member of the admin team will come and cover it."

Address The Individual With The Same Process

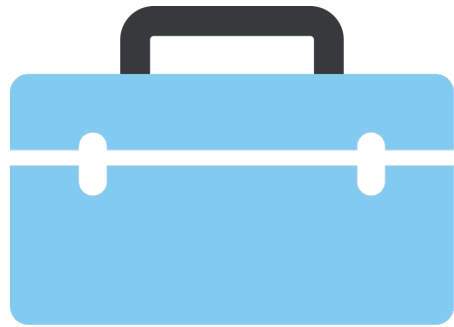


"I noticed that you weren't at dropoff duty at 7:55 on Tuesday. Because it's so important to make sure we have adequate supervision, if we're ever short on coverage, please call the office and let us know, and I or another member of the admin team will come and cover it."

Recap



1. Talk to people individually when they aren't meeting expectations
2. Proactively thank people for meeting an expectation when there's not a widespread problem
3. Add a process and communicate it when there is a problem, rather than just reminding people to meet the expectation



Principal's **HR TOOLKIT**

