



Building & Sustaining Responsive Virtual Cultures as a Coach

April 29, 2020

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Zoom Etiquette



- Keep yourself on mute unless you're speaking
- Keep your video on if that feature is enabled. We'd love to see you!
- Use the chat function throughout the webinar to ask and answer questions

Share your name, role, and
school

What is one word you think of
when you hear the word **culture**?

Put your response in the chat box.

Chat

All Panelists +
Attendees



Join Audio



Stop Video



Invite



Manage Participants



Chat



Record

End Meeting

Type message here...

Questions we will answer today

What are examples of key habits for coaches to adopt in order to build and sustain virtual culture?

What are reflections, tips and tricks for building culture from a district engaging in the work?

Team + Materials



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@EE_CrystalX



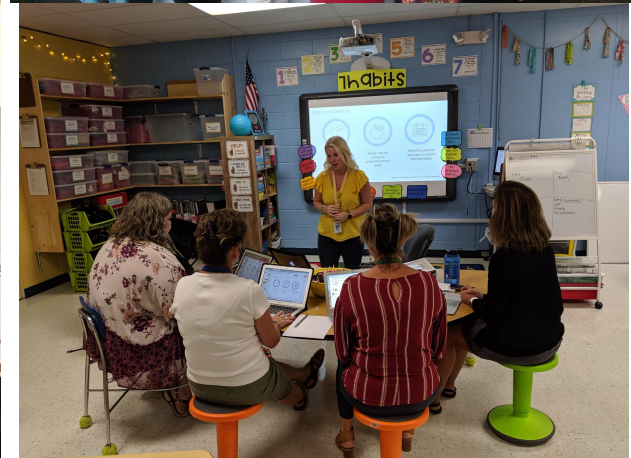
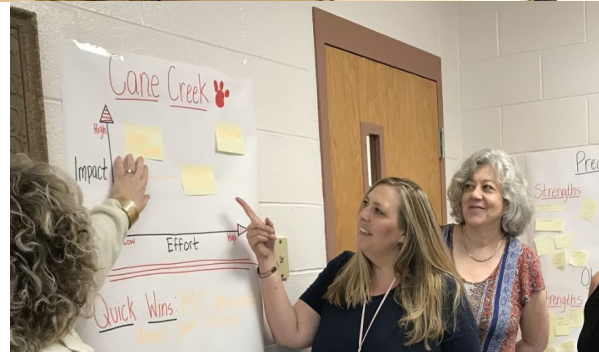
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@vitalk12

Access today's slides:
bit.ly/virtualcultureforcoaches

Partnership: Putnam & Ed Elements



Times, they are a-changin'



A month ago, our work probably looked something like this.

Now it looks more like this...



...or maybe more like this.



Put your response in the chat box.

What are some things you're actively doing to stay connected to colleagues and students during this time?

Our Teams Have to Stay Connected

Maintaining a strong culture is more important than ever.

How might we recreate the feelings that were fostered in environments like these...



...when our interactions with our teams have to happen in more isolated ways?

In a low trust environment

No one wants to look...

And they avoid this by...

IGNORANT

Not asking questions

INCOMPETENT

Not admitting weakness or mistakes

INTRUSIVE

Not offering ideas

NEGATIVE

Not challenging the status quo

In a high trust environment

Psychological safety is strong...

Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes

So leaders model, normalize, and value...

Sacred space for others to have equal talk time

Modeling vulnerability by asking questions or sharing mistakes

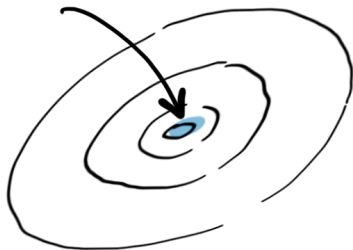
Offering ideas as recommendations when guardrails are flexible

Challenging the status quo

Successful Google Team Through New Team Habits



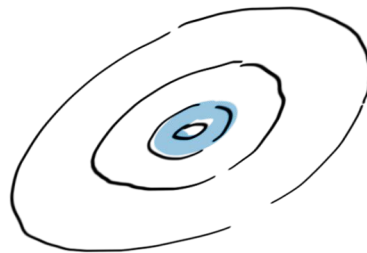
Small Habits Connect to a Larger Purpose



SMALL HABIT

(Action)

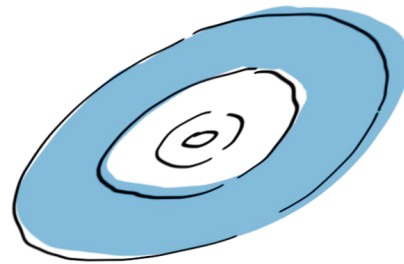
5 Gratitude Calls or eCards



TINY RIPPLE EFFECT

(Reaction)

Balanced Connection



BIG RIPPLE EFFECT

(Changed State)

Working From Home



5 Habits to Try as a Coach

Habit 1: Check In and Check Out

Habit 2: Listen More Than Lead

Habit 3: Getting Work Done in Meetings

Habit 4: Leveraging Passion and Ownership

Habit 1: Check In & Check Out

Check In & Check Out

Especially during times of stress, it's important to have relationships with others that promotes safety and openness

3 habits to try:

**Start each meeting
with a check-in
question to build
space to share, vent,
and practice equal
talk time**

**Use check-in
questions to direct
people's passion
into service for the
team**

**Use check-in
questions as a way
to think outside of
the box and
brainstorm**

Transition of Psychological Safety

Continue existing strategies for building trust and relationships virtually

Starting class with a high five and check in



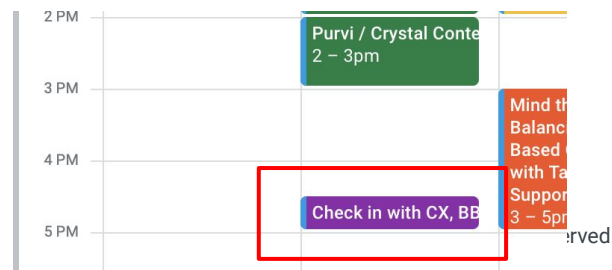
Share how you are feeling today in the chat



Chatting or checking in with colleagues in the hall



Putting reminders on you calendar check via phone, video, or text



Psychological safety matters across roles

Starting with a [check-in](#)
Ending with a [check-out](#)

How are you?

CHECK IN: ...

Complete this sentence: It's Friday!
It's the end of the week. I'm gonna
get my _____ on cuz it's
Friday.

Dana: Clean

Cristina: rest

PP: gelato

Courtney: pizza

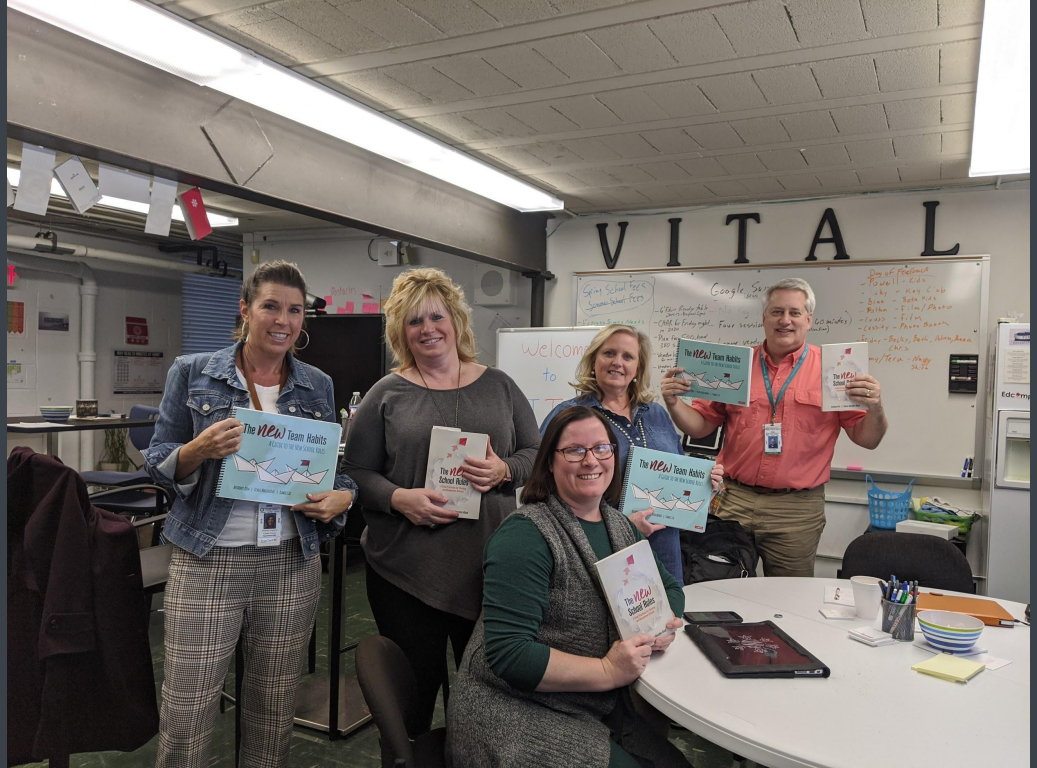


End with
puppy, kitty,
baby time :)

Coaches	All
Share stories of mistakes you've made as a teacher or as a coach	Model vulnerability
Support the development goals of the people you are supporting	Models making and learning from mistakes
Ensure that each person has "equal" talk time during meetings	Check in at the beginning of each meeting
Have methods to process	Check out at the end
Notice what teachers are doing well	

In Action @ Putnam

“ We begin each meeting with a check-in and end all meetings with a quick check-out. This small tweak in our meeting process has sparked better conversations and psychological safety and the end result has been an increased focus on what is most important in our jobs, our students.”



Thought Process Behind Check Ins

Must Do

- Build consistency, always do a check-in
- Try new check-in questions for every interaction
- Alter based on group size

May Do

- Determine the type of question based on group energy
- Have different people bring check-in questions
- Provide think time

April 28th - EDD Quad Sync

Check-In- What is a book topic that you want to read but it isn't written yet?

- Justin T: Grandfather and the role he played in segregation in Missouri
- Dave: Urban school district with generational success
- Natalie Hall: TBD :)
- Crystal: metastudies on leadership and coaching

Agenda

Check-in: These "uncertain times" have _____ my feelings about achieving equity in schools

[JT] DEI Circle Topics Top

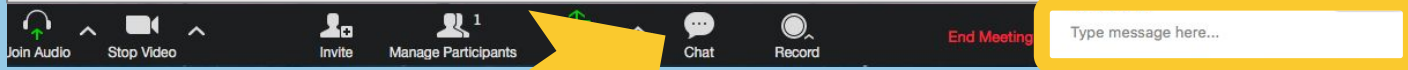
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Zoom Poll Check-In:

Which of the following options would "Fill Your Cup" this week?

What ideas do you have for
check-in questions to promote
safety, connection, and
information?

Put your response in the chat box.



The image shows a Zoom meeting interface. At the bottom, there is a black toolbar with several icons: a green arrow pointing up (Join Audio), a video camera icon (Stop Video), a person icon (Invite), a group of people icon (Manage Participants), a speech bubble icon (Chat), and a magnifying glass icon (Record). A large yellow arrow points from the bottom center towards the Chat icon. To the right of the toolbar is a white chat box with a yellow border. Inside the chat box, there is a text input field with the placeholder text "Type message here...". Above the chat box, the word "Chat" is visible. The background of the meeting is a light gray rectangle containing the text "What ideas do you have for check-in questions to promote safety, connection, and information?" and "Put your response in the chat box."

Join Audio Stop Video Invite Manage Participants Chat Record End Meeting Type message here...

Habit 2: Listen More Than Lead

Listen More Than Lead

Especially during times of uncertainty, it's important to have relationships with others that makes others feel seen and listened to

3 habits to try:

**Listen for passion
and emotion in
people's
voices/ideas**

**Repeating what you
are hearing and have
the camera on to see
facial emotions**

**Listen for the change
in energy of the
conversation
between the group**

In Action @ Putnam

“This was one I personally took on as a new #habit I wanted to work on in daily communications with my team and our district team. Intentional listening is something that has helped me to understand my TEAM better.”



Small Habits to Try

Take notes in meetings
in "email form"

Try outside of the box
roles in meetings

Have questions you
want to answer instead
of topics?

What do you
understand better
about your team?

Repeat what you are
hearing in emotions
and ideas

Make an emojis board
for people to document
their emotions during a
meeting or week



Check In

- If you had the power and resources to bring an idea to reality, what would it be?

Purpose of Call

- Overview of Restaurant a la EE vision
- Clarify timeline of action for the next four months (May- August)
- Feedback on goals - Keep, Tweak, Ditch or Object/ No Object
- Share roles and potential responsibilities based on interest
- Determine individual contribution and role - reflection

Questions For Today

- Are we aligned and bought into the goals of this group?
- How to create intersectionality between the groups?
- What does it mean to be a lead link within the equity service line?
- Who is interested in each working group?

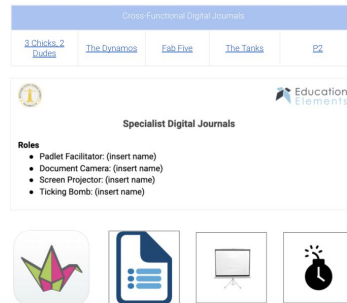
Roles for Virtual Session

Padlet Facilitator - have Padlet up on your computer

Documenter- document cross-functional team discussions in real-time in template

Screen Projector - have the agenda and powerpoint up

Ticking Bomb - timer for the group



Twitter Connect & ReConnect

What is one habit you want to try in the week?

Tag us + an accountability buddy

@EE_CrystalX

@vitalk12

@EdElements

#NewTeamHabits



Sam & Crystal will reconnect and check in with you next week on your habit!

Habit 3: Getting Work Done in Meetings

Do It In The Meeting

It's important to have meetings where people walk away feeling they are accomplishing the work in the virtual setting

3 habits to try:

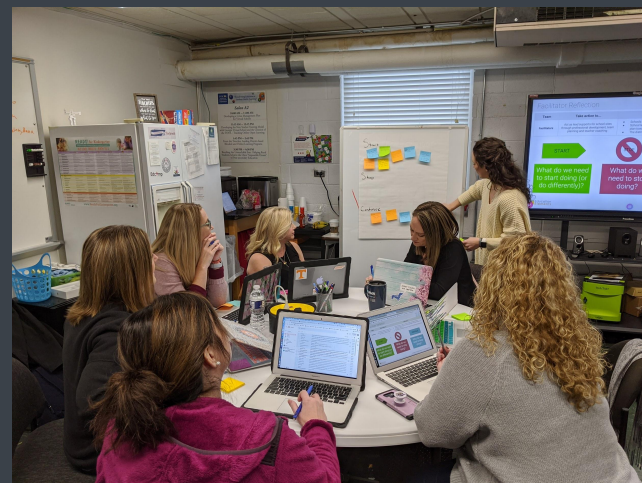
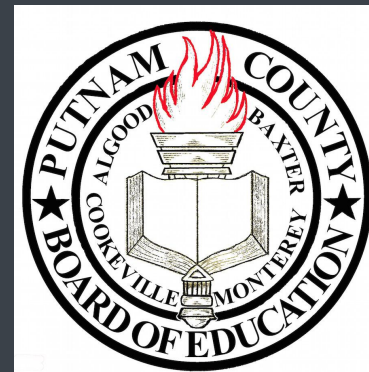
**Create breakout
room during work
time blocks**

**Highlight the
decisions/ questions
at the beginning of
the meeting and set
meetings for 50
minutes**

**Make a multiple
roles in the meeting
(time keeper,
publisher, document
camera) to support
team health**

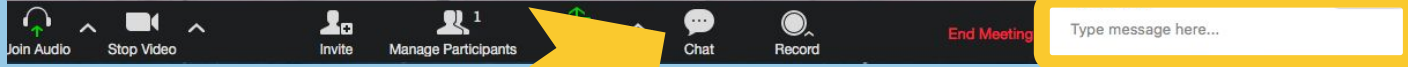
In Action @ Putnam

“Creating unique roles and giving team members the opportunity to own meeting roles has sparked a deeper interest and conversation in team objectives and created a closer team environment. They feel like they are a part of the meeting and not just attending”



What ideas do you have for other habits in getting work done in the meeting?

Put your response in the chat box.



The image shows the bottom toolbar of a Zoom meeting interface. From left to right, the icons are: Join Audio, Stop Video, Invite, Manage Participants (with a '1' next to it), Chat, and Record. A large yellow arrow points from the bottom center towards the Chat icon. To the right of the toolbar is a chat window with a yellow border. The chat window has a title bar that says 'Chat' and a text input field with the placeholder text 'Type message here...'. The 'End Meeting' button is visible in red text to the right of the toolbar.

Join Audio Stop Video Invite Manage Participants 1 Chat Record End Meeting Type message here...

Habit 4: Leveraging Passion and Ownership

Promote change, not perfection

Especially during uncertain times, it's important to leverage the mindset to promote ownership over accountability

3 habits to try:

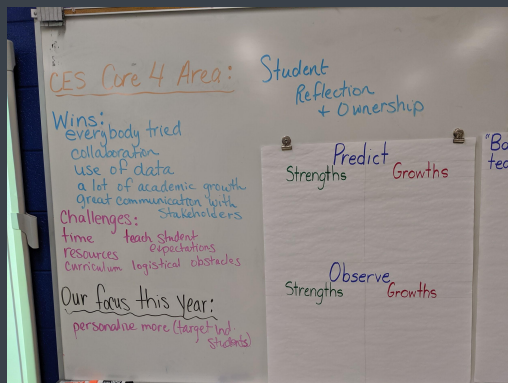
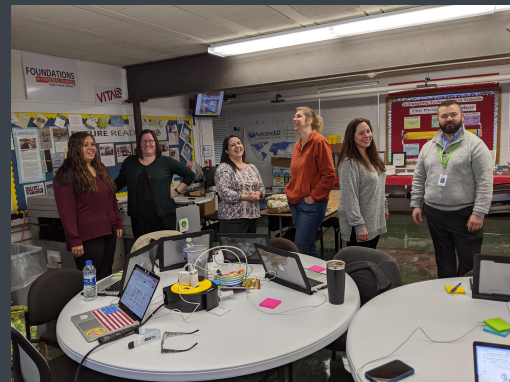
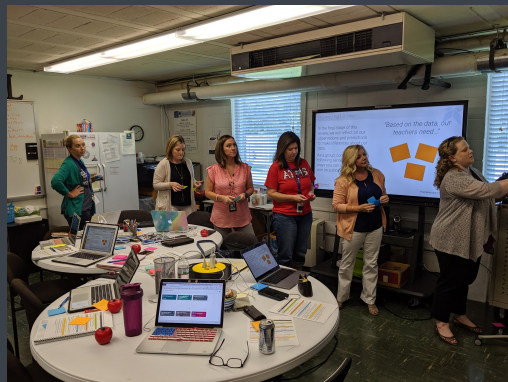
**Focus celebrations
and clarification
around behaviors
and habits, not
deadlines**

**Celebrate
responsiveness to
change**

**Align to individual
professional growth
goals and
aspirations**

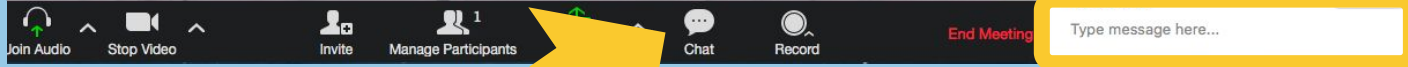
In Action @ Putnam

“Provide opportunities for growth. Give team members complete trust to lead a project and involve other team members in key roles that will create interdependence and promote team worth. Be sure and support the team, but do not lead it.”



What ideas do you have for other habits in getting work done realtime?

Put your response in the chat box.



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Join Audio Stop Video Invite Manage Participants 1 Chat Record End Meeting Type message here...

Keep the Conversation Going & Reconnect May 6th @ 3pm EST



If you are a leader in TN, join us
every Thursday at 9 EST

bit.ly/fillyourcupTN



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Thank You!

Stay safe, stay healthy!

Access today's slides:
bit.ly/virtualcultureforcoaches

Connect with Education Elements on social media to continue the conversation, or subscribe to our blog for more resources about educating through COVID-19.



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