



Having Hard Conversations

If you can't articulate where the teacher is stuck and you need some help with pinning the issue down and helping to move him/her along:

“A New Way of Thinking: Beginning Teacher Coaching Through Garmston’s and Costa’s States of Mind” - Jennifer Abrams
(www.cognitivecoaching.com – CC Literature/Readings)

Cognitive Coaching: A Foundation for Renaissance Schools, 2nd ed. – Arthur Costa and Robert Garmston, Christopher-Gordon Publishers, 2002

If you can articulate the problem and you need some help to think about the solution more deeply:

The Adaptive School: A Sourcebook for Developing Collaborative Groups – Robert Garmston and Bruce Wellman, Christopher-Gordon Publishers, 1999
(www.adaptiveschools.com)

“Getting Unstuck: Using an Outcome Map for Effective Problem Solving” – Jennifer Abrams
(www.updc.org - UPDC Library, Utah Special Educator, November, 2003)

Critical Friends Groups – Chapter 9 – Powerful Designs for Professional Learning – Lois Brown Easton, editor – National Staff Development Council, 2004

If you need help with scripting protocols:

Crucial Conversations: Tools for Talking When The Stakes Are High – Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, Mc Graw Hill, 2002
(State My Path Chapter)

Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations and Bad Behavior - Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, Mc Graw Hill, 2005

Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time – Susan Scott, Viking Press, 2002 (www.fierceinc.com)
(Confrontation Model)



If you need help with scripting protocols, continued:

“Communicating Concerns Directly” – a protocol in the New Teacher Center’s training, *Improving Student Achievement Through Teacher Observation and Coaching* (www.newteachercenter.org)

If you need help designing an action plan once you have had the conversation:

The Skillful Leader: Confronting Mediocre Teaching – Alexander Platt, et al, Ready About Press, 2000, (www.ready-about.com)

Other resources for language, protocols, support:

Assessment Strategies for Self-Directed Learning – Arthur L. Costa and Bena Kallick, Corwin Press, 2004

The Courage to Teach: Exploring the Inner Landscape of a Teacher’s Life, Parker J. Palmer, Jossey-Bass, 1998

Data Driven Dialogue: A Facilitator’s Guide to Collaborative Inquiry - Laura Lipton and Bruce Wellman, Miravia LLC, 2003 (www.miravia.com)

The Dance of Connection: How to Talk to Someone When You’re Mad, Hurt, Scared, Frustrated, Insulted, Betrayed or Desperate – Harriet Lerner, Harper Collins, 2001

How The Way We Talk Can Change The Way We Work: Seven Languages for Transformation – Robert Kegan and Lisa Laskow Lahey, Jossey-Bass, 2001

How to Make Supervision and Evaluation Really Work – Jon Saphier, Research for Better Teaching, Inc., 1993

Mentoring Matters: A Practical Guide to Learning-Focused Relationships – Laura Lipton and Bruce Wellman, Miravia LLC, 2001 (www.miravia.com)

On Apology – Aaron Lazare, Oxford University Press, 2004

Tempered Radicals: How Everyday Leaders Inspire Change at Work – Debra E. Meyerson, Harvard Business School Press, 2003

Success with the Gentle Art of Verbal Self-Defense – Suzette H. Elgin, Prentice Hall, 1989

Words That Hurt, Words That Heal: How to Choose Words Wisely and Well – Rabbi Joseph Telushkin, William Morrow, 1996