A High Performance Development Model for Education

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Leadership is action, not position.

-McGannon

Source: VHA High Performance Development Model
Mission Statement

To lead our students to extraordinary, honorable lives as inspirational global leaders who shape the future with intellect, integrity, and compassion through challenging, engaging learning experiences guided by highly qualified, passionate educators in partnership with families and communities.
Generally: Four Levels of Employees in RPS

- **Level I---Frontline staff**, those without supervisory responsibility

- **Level II---First line supervisors** and team leaders – Assistant Principals, Asst. Director, etc.

- **Level III---Division and/or school leaders** – Principal, Directors, other middle managers

- **Level IV---Executive/Central Office leaders** – Exec. Director, Asst. and Assoc. Superintendents
8 Core Competencies Desired for Organizational Success

- Organizational Stewardship
- Systems Thinking
- Creative Thinking
- Flexibility/Adaptability
- Customer Service
- Interpersonal Effectiveness
- Personal Mastery
- Technical Skills
Technical Skills

Displaying skills and abilities to perform assigned tasks, including basic literacy and computer skills, & participates in measuring outcomes of work.
Personal Mastery

Assuming responsibility to assess one’s strengths and needs, plans continued growth and learning, balances competing priorities and demands, & actively seeking feedback from others.
Interpersonal Effectiveness

Communicating clearly, listening actively, anticipating customer needs, contributing within group projects, & coaching others in their learning and development.
Customer Service

Commitment to exceeding the customer’s needs, understanding the customer’s perspective, & using customer feedback to improve individual performance.
Exceptional customer service IS...

- Maintaining a high level of professionalism by following the guidelines and information from today’s discussion.
- Listening and being attentive to what your customer needs.
- Communicating with clear and concise business language and remembering to watch your body language.
- Being a life long learner at your job as well as your personal education.
- Taking opportunities to learn new things and being aware of any of the services provided by RPS so you can help and refer seamlessly.
- Being understanding of all people and situations, especially where you may have biases that are contrary.

SOURCE: COLLEGE OF SOUTHERN NEVADA
Flexibility/Adaptability

Demonstrating resilience, remaining calm in high-pressure situations, accepting new assignments and challenges, & responding productively to change.
Creative Thinking

Thinking “out of the box,” open to see alternative solutions, challenging assumptions, encouraging & supporting new ideas, & taking appropriate risks.
Systems Thinking

Able to see the relationship of the part to the whole, to know how one’s actions affect others, grasps the “big picture”, & encourages teamwork.
What and Why Systems Thinking

- Group of interacting, interrelated, and interdependent parts

  Feeder Pattern

  School System vs. System of Schools

- Helps design smart, enduring solutions
- Encourages thinking with eye towards the long range
Defining Characteristic of Systems Thinking

- Every system has a purpose within a larger system.
- All of a system's parts must be present for the system to carry out its purpose optimally.
- A system's parts must be arranged in a specific way for the system to carry out its purpose.
- Systems change in response to feedback.
- Systems maintain their stability by making adjustments based on feedback.
Organizational Stewardship

1. Committed to the mission of the organization,

2. Showing a concern for co-workers and customers,

3. Using resources wisely, &

4. Supporting others in their work.
Personal Mastery

Technical Skills

Interpersonal Effectiveness

Customer Service

Flexibility/Adaptability

Creative Thinking

Systems thinking

Organizational Stewardship

Holistic Leadership/Org. Ecology

Connecting the Dots

Reaching Outside of the Box: Taking Risks

Becoming Comfortable with Unpredictability

Becoming Other Oriented

Dealing with Others

Dealing with Self

Global Accountability

Controlled Accountability

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Resources

Succession Planning Website

HPDM Website

PBI Website
- http://www.va.gov/pbi/
High Performance Development Model

Building a Better District