

Hawker Brownlow Education

The Principal as Leader of Challenging Conversations

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Date: 4 March 2011
Available:
ISBN: 9781741703931
Code: CO3931
RRP: \$29.95
Format: 180 x 255, 154 pages
Year Level: P-12
Category: Leadership
Subject: Staff Development



Summary:

This book features all the skills you need for navigating high-stakes interactions with staff, parents, students, and steering them towards win-win solutions. Case studies throughout the book identify the risk areas and provide the steps to mastering techniques for

- Active listening
- Providing effective feedback
- Problem solving
- Assertive communication
- Staying calm
- Mediation

Also included are scripts, sample dialogues, style inventories, checklists and resources for practicing skills learned from the case studies. Like having a communications coach in your back pocket, this guide gives tips for building a collaborative culture focused on what matters most—working together to achieve student success.

Supporting Resources:

- *The Principal as Professional Learning Community Leader* (CO9164)
- *The Principal as Mathematics Leader* (CO1095)
- *What Every Principal Should Know About Instructional Leadership* (CO7041)
- *Leading with Inquiry & Action: How Principals Improve Teaching and Learning* (CO3292)

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