

SCUC ISD LEADERSHIP SYSTEM – TRAITS OF A LEADER
SCUC ISD CORE VALUES: Leadership, Character, Commitment, Service, Learning
WHY...WHAT...HOW

Leadership Trait 1: Commit to Excellence	
<ul style="list-style-type: none"> • <i>Achieve high-performing results while living out mission and values</i> • Core Value Alignment: Service, Leadership, Commitment 	
“WHY”	
<i>High reliability organizations reduce variability with consistent use of a handful of critical leadership practices.</i>	
“WHAT” Key Concepts	“HOW” Processes – Models – Tools
1.1 Define and role model what success looks like and how it is measured through the use of a scorecard.	<ul style="list-style-type: none"> • <u>Organizational Scorecard at a Glance (STUDER - Hardwiring Alignment to Achieve Organizational Excellence)</u> • <u>The Scorecard Development Process</u> • <u>District 2018-2022 Scorecard</u> • Campus/Department Scorecards
1.2 Create organizational values with key descriptors.	<ul style="list-style-type: none"> • District Core Values
1.3 Build consistency of leadership practices.	<ul style="list-style-type: none"> • <u>Rounding at a Glance</u> • <u>Group Rounding</u> • <u>Rounding Log</u> • <u>Senior Leader Rounding: 101</u>
1.4 Align systems and processes.	<ul style="list-style-type: none"> • <u>Aligning Sub-Systems Model</u>
Leadership Trait 2: Commit to building a culture around customer service	
<ul style="list-style-type: none"> • <i>Connect services to organizational values</i> • Core Value Alignment: Service, Character 	
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“WHAT” Key Concepts	“HOW” Processes – Models – Tools
2.1 Use a grassroots approach with high-performing staff to develop a district-wide staff training model to ensure thoughtful customer service processes and procedures become the norm.	
2.2 Develop and administer customer service satisfaction surveys for external customers (parents, students, community) to ensure high-quality, caring environments.	<ul style="list-style-type: none"> • <u>Student Engagement Survey</u> • <u>Parent Satisfaction Survey</u> • <u>Community Satisfaction Survey</u>
2.3 Develop and administer customer service satisfaction surveys for internal customers (staff) to ensure high-quality, caring environments.	<ul style="list-style-type: none"> • <u>District Services Survey (DSS)</u> • Energage Survey • Department/Campus Surveys
2.4 Invest in training on building relationships with internal and external customers in a collaborative working environment.	

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Leadership Trait 3: Commit to employee satisfaction and engagement	
<ul style="list-style-type: none"> • <i>Build a top-performing workforce</i> • Core Value Alignment: Service, Learning 	
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“WHAT” Key Concepts	“HOW” Processes – Models – Tools
3.1 Provide employees opportunity for input.	<ul style="list-style-type: none"> • Training model for onboarding staff - 30/90 day conversations for new employees • <u>Leader rounding protocol</u> • Host employee forums and focus groups • Employee engagement and satisfaction survey • After meeting surveys to target audience • <u>Listening and learning process</u>
3.2 Engage employees in professional conversations to improve performance.	<ul style="list-style-type: none"> • Manage up or manage out • 30/90 day conversations for new employees • Crucial conversations • <u>Leader rounding protocol</u> • <u>Listening and learning process</u>
3.3 Recognize staff for improved and high performance.	<ul style="list-style-type: none"> • Recognize and reward success • Commitment to Excellence Awards • <u>“WOW” cards</u>
Leadership Trait 4: Commit to collaboration, transparency and communication at all levels	
<ul style="list-style-type: none"> • <i>Show why, then describe what and how</i> • Core Value Alignment: Leadership, Service 	
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“WHAT” Key Concepts	“HOW” Processes – Models – Tools
4.1 Develop a process for communicating major changes/initiatives to staff and stakeholders to build trust and improve working relationships.	<ul style="list-style-type: none"> • Improvement Plan of Action template - Why, What, How • Cascading Messages • <u>Listening and learning process</u>
4.2 Commit to shared responsibility to support team members and build trust with verbal and written communication.	<ul style="list-style-type: none"> • Eliminate we/they statements • Cascading Messages • <u>Listening and learning process</u>
4.3 Develop a district –wide process to report progress (or lack thereof) on key actions.	<ul style="list-style-type: none"> • Stoplight Report • <u>Listening and learning process</u>
4.4 Develop processes to communicate long-term plans to staff and stakeholders in a timely fashion to improve working relationships.	<ul style="list-style-type: none"> • Forecasting Protocol • Timely Questions Process