

The Art of Listening




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 MASC / MASS
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CNN US LIVE TV

Turmoil erupts in school district after claims that critical race theory and transgender policy are being pushed
 By Nicquel Terry Ellis and Boris Sanchez, CNN
 Updated 5:33 PM ET, Thu June 24, 2021




Angry parents and community members protest after a Loudoun County School Board meeting was halted by the school board because the crowd refused to quiet down, in Ashburn, Virginia, on Tuesday.

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Detroit Free Press

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Protesters shut down Dearborn school board meeting over LGBTQ books
 Niraj Warikoo
 Detroit Free Press
 Published 9:06 a.m. ET Oct. 11, 2022 | Updated 9:39 p.m. ET Oct. 11, 2022



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The New York Times
America's School Board Meetings Are Getting Weird — and Scary
Sept. 6, 2021

EducationWeek
School Boards, 'Domestic Terrorism,' and Free Speech: Inside the Debate
By Andrew Ujifusa — October 20, 2021 13 min read

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What is "the art of listening"?

“

There is a difference between listening and waiting for your turn to speak.

—
SIMON SINEK

Art of listening is creating an environment in which the other person feels heard, feels seen and feels understood.
- by Simon Sinek

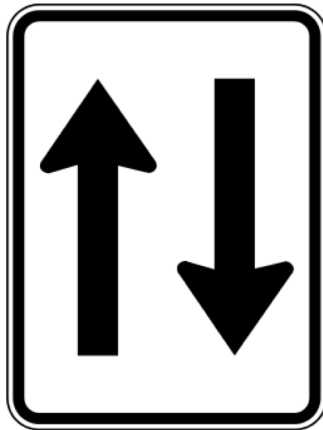
<https://www.youtube.com/watch?v=qpnNsSyDw-g>

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What does “the art of listening”
mean for School Committees
and Superintendents?

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Effective communication is a two-way street.



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Do we invite public input just
to “check the box” ...

... or are we creating
authentic opportunities to
listen, learn, and understand?

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School Committee Meetings



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Beyond the School Committee Meeting...

We also must “listen” to:

- Everyday conversations
- E-mail / correspondence
- News / media coverage
- Social media commentary
- Petitions / protests / walk-outs
- Any verbal or non-verbal communication

... and acknowledge what we hear.

9

REFLECTION:

Do I pick and choose **when**
(and **to whom**) I listen?

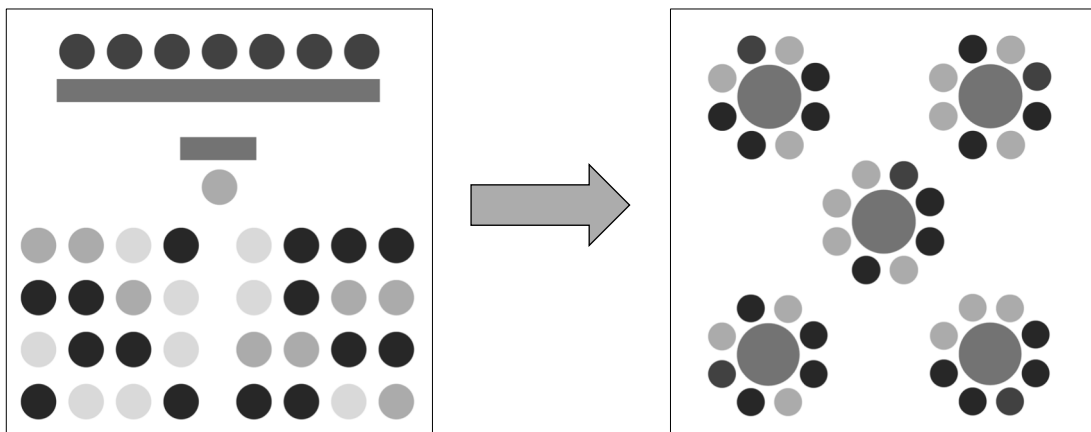
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Other opportunities to listen

- Community Conversations

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Optics matter. Format matters.



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Other opportunities to listen

- Community Conversations
- Focus Groups
- Surveys / Polls / Questionnaires
- Listening Sessions / Coffee Hours
- "Road Show"

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A few closing thoughts...

- Your constituents are not your adversaries.
- The art of listening also applies to our colleagues.
- We have an opportunity (and a responsibility) to model good listening skills for our students.

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Questions?

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