



Effectively Dealing with Difficult People & Situations

www.SchoolGrowth.com/NCEA2023

www.SchoolGrowth.com

© 2017 School Growth LLC. All Rights Reserved.



WE **GROW** SCHOOLS
AND THE PEOPLE
WHO HAVE THE COURAGE
TO LEAD THEM



School**Growth**.com

Step #1:

Accept that difficult people and situations
are part of the journey of Educators

Difficult People Fact #1

People and Relationships are key
to our success

Difficult People Fact #2

C.A.V.E. People Exist

Difficult People Fact #3

Excellent Leaders make decisions from a position of **strength** rather than **fear**

Difficult People Fact #4

Our Culture is our Greatest Advantage,
but it's only as good as what we tolerate.

Difficult People Fact #5

This is a Catholic school,
it's not Heaven

When it comes to dealing with difficult people...

Unhealthy School Organization

Healthy School Organization

Difficult Conversations

- Be Prepared
- Be Timely
- Be Calm
- Be Specific
- Be Clear
- Be Confidential
- Be Loving
- Be Christ-like

Difficult People

- Colleague
- Parent
- Board Member
- Pastor
- Student

1. Clarify Expectations
2. Establish Shared Principles
3. Optimize the Environment
4. Document Agreement

Grace vs Ungrace

Q & A



**Training, Planning, and Support
to become the best version of **You****

855.444.7698

Scott@SchoolGrowth.com