



SNAPSHOT

BACKGROUND

K-9 School in NOIDA, Delhi-NCR.

Teachers: 100 plus academic and support staff

Date of Study: November 2013

KEY CHALLENGE

To move an already good school to become a great school

SOLUTION STRATEGY

Adopt The Leader in Me/7 Habits philosophy and implement it throughout the entire school community



The challenge faced by some teachers

This learning is from a Vice Principal and Principal we engaged with at a Group of schools in Delhi NCR. During the expectation setting we were told by the Vice – Principal and Principal who we worked with about their reactions when people (Teachers and staff) around them did not deliver as per the requirement. This bothered them as often they had to take up the responsibility to deliver the required results and reduce the time in delivery. However this was not creating effectiveness and teachers were taking it for granted, that if they could not complete something then the Principal and Vice Principal would do so.



The 7 Habits Solution

The 7 Habits learning program, first helps and prepares teachers for a change in mindset. During the 7 Habits program we worked with the Principal and Vice - Principal to understand how to **pause and respond based on principle (Habit 1- to understand the real issue why teachers were not delivering)**. The idea is to keep an open mind and think win-win for clarifying expectations with teachers to create win-win agreements (**Habit 4**). This would help build synergy by understanding why the teachers and staff were not delivering on time. They would also need to understand the P/PC balance (Production and Production Capability balance by doing a basic competency mapping with people before assigning a project) before assigning a task to someone. The best approach that was decided was to sit with people before assigning tasks and build in accountability after asking people whether they would be able to undertake the particular project and helping them to voice their ideas about how they would complete the project and what is the timeline that they would be comfortable with. We informed the Principal and Vice- Principal how the win –win agreement helps to create ownership amongst all team members who are working on a project by simply asking them , what is it that they could do to deliver the project on time.

The 7 Habits Effective Results

After the program we learnt from the Principal and Vice Principal about how they have been clarifying expectations with people before assigning any project and how people are now taking ownership and delivering within time-lines as agreed upon mutually. There is better energy all around now and no feeling of being taken for granted by any party. During one of our mail exchanges the Vice-Principal shared with us about how she has more time now as she is not micro-managing and people are completing assignments as agreed upon. This has also helped to enhance her and the Principal's productivity to do more and concentrate with the right balance on academic and administrative requirements. In her own words she wrote to us "I am slowly learning and realizing that different people have different response time and not everyone will work in a systematic manner as you would. This helps me to set more realistic deadlines for staff and delegate work as per capability after clarifying expectations with them patiently through the win-win agreement process. It has helped me to have better relationships with all the people and also that I now work in a more organised manner. This helps me to keep pace with the requirements of my job profile and to deliver in a positive, rewarding manner. It helps me to keep away stress and keep calm at all times."