

Presenting:

# Enhancing Positivity and Productivity In Your School Office

With Presenter Justin Baeder, Ph.D.

Target Audience:  
Office Staff  
Site Principals

**Thursday, January 9, 2020**  
**Clearwater Elementary School**  
**at the Multi-Purpose Room**  
**1640 Murrieta Road**  
**Perris, CA 92571**  
**8:30 a.m. - 3:00 p.m.**



## Institute Description:

In this one day program for office professionals, you'll learn how to create boundaries and systems for dealing with difficult situations-no matter what comes your way. We'll explore strategies for de-escalating stressful interactions with parents, staff, and students, and for managing the challenging emotions that are an inherent part of working in the main office. You'll discover how to create systems for dealing with interruptions and handling everything that's clamoring for your attention, so you can get your key work done without feeling overwhelmed.

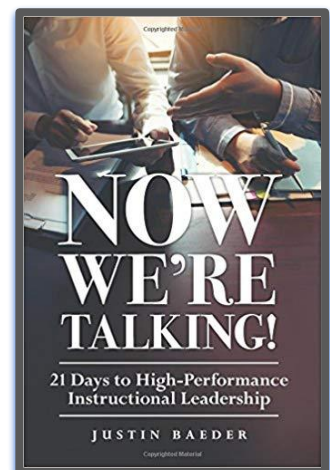
### AM Agenda:

- De-Escalating Stressful Situations
- How to create and uphold boundaries for a safe, productive, professional office environment
- Specific phrases and nonverbal responses you can use to calm people down and help them get their problem resolved
- The neuroscience behind emotional regulation, and what happens in the brain and body when people become dysregulated
- How to respond when people are dysregulated or inappropriate, without taking it personally or triggering your fight-or-flight response
- How to handle phone calls from irate parents and help them see you as an ally, not a target for their emotions
- The Starbucks Protocol for working as a team to deal with emotionally demanding situations
- High-Performance Systems for Office Productivity
- How to get your desk and email inbox clear every day, so you can focus on what needs your attention right now
- The "Future File" system for dealing with time-sensitive paperwork- without piles of clutter
- The "Chronological File" system for archiving most of the paperwork you handle without opening a file cabinet
- Matching tool to task-the right (and wrong) way to use calendars, sticky notes, and to do lists to keep track of everything

### PM Agenda:

- Dealing with Interruptions
- How to finish what you're working on, even when the phone is ringing off the hook (and no one else is picking up)
- Streamlining intra-office communication so everyone interrupts each other less and gets more done
- Self-service systems for students and staff-how to route routine requests to lists you can deal with when you're ready, instead of getting interrupted every time
- Working with Administrators and staff
- Systems for effective workflow and communication with Administrators
- What to say when you're asked to do too much at once-and how to protect the time you need for focused work, such as balancing accounts
- How to clarify your roles responsibilities when teachers and staff try to treat you as their personal secretary
- Having honest conversations with your administrative team to get the support and resources you need to succeed in your work
- Solving problems together-how to create a culture of continuous improvement in your office

Justin Baeder is the Director of The Principal Center, where he helps school leaders build capacity for instructional leadership. A former principal in Seattle Public Schools, Dr. Baeder is the author of *Now We're Talking! 21 Days to High-Performance Instructional Leadership* (Solution Tree). He is the host of Principal Center Radio, a podcast featuring education thought leaders, and holds a PhD in Educational Leadership & Policy from the University of Washington.



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## REGISTRATION

|                                                 |                 |                             |               |
|-------------------------------------------------|-----------------|-----------------------------|---------------|
| <b>Contact Information-Organization/School:</b> | <b>Address:</b> | <b>City/Zip Code:</b> _____ | <b>Phone:</b> |
| <u>1st Registrant Name:</u>                     | Position:       | Email:                      |               |
| <u>2nd Registrant Name:</u>                     | Position:       | Email:                      |               |
| <u>3rd Registrant Name:</u>                     | Position:       | Email:                      |               |
| <u>4th Registrant Name:</u>                     | Position:       | Email:                      |               |

|                                                                              | <b>Early Bird Discount:<br/>By 12/15/19</b> | <b>After<br/>12/15/19</b>                                                 |
|------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------------------------------------|
| CA ASCD Member                                                               | \$145                                       | \$195                                                                     |
| *Non-member                                                                  | \$195                                       | \$225                                                                     |
| Student Teacher                                                              | \$70                                        | \$90                                                                      |
| <b>**Teams of 4 or more</b><br><br>**Copy as needed for additional attendees |                                             | <b>\$195<br/>(Per person)</b><br>*Includes a one-year membership in CASCD |

### HOW TO REGISTER:

**Online:** [www.cascd.org](http://www.cascd.org) - Use your Visa, MasterCard or American Express

**Mail:** Send completed form with check or copy of purchase order/P.O. number if not processed yet, to CASCD, P.O. Box 1841, Oroville, CA 95965

**E-mailing:** Please scan and attach in an e-mail to [cascd@cascd.org](mailto:cascd@cascd.org) or [cheryl.casagrande57@gmail.com](mailto:cheryl.casagrande57@gmail.com).

**Cell: 530-520-9412**

### Payment Information:

(Payment, P.O. or number must accompany registration form)

\_\_\_\_\_ Check made payable to California ASCD enclosed

\_\_\_\_\_ Purchase Order ENCLOSED. Purchase Order #: \_\_\_\_\_

\_\_\_\_\_ Charge Credit Card: \_\_\_Visa \_\_\_Mastercard \_\_\_American Express

Account number: \_\_\_\_\_

CCSC/CVC: \_\_\_\_\_ Exp: MM/YR \_\_\_\_\_

Name on Credit Card (Please print legibly): \_\_\_\_\_

Card Billing Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Auth. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### California ASCD Mission Statement

*To build the capacity of CA educators to enhance the quality of learning, teaching and leading!*

**TOTAL WORKSHOP FEES: \$ \_\_\_\_\_**

A \$50.00 fee will be charged for cancellations made in writing prior to 12/15/19. No refunds will be given after the deadline. Confirmation will be sent via e-mail to each individual's address after registrations are processed. If you do not receive a confirmation in a reasonable amount of time, please contact us at the e-mail below to verify registration was received. Registrations may be transferred to another individual by emailing [cascd@cascd.org](mailto:cascd@cascd.org) or [cheryl.casagrande57@gmail.com](mailto:cheryl.casagrande57@gmail.com) the new attendee's name, email, title, phone number, and the name of the individual they are replacing.