



Managing Conflict

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Exploring the "P"ossibilities

Primo:

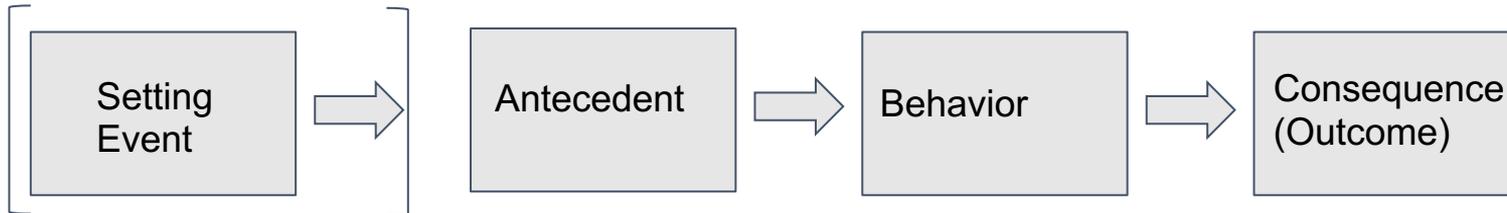
Behavior is
Communication;
Watch & Listen :)



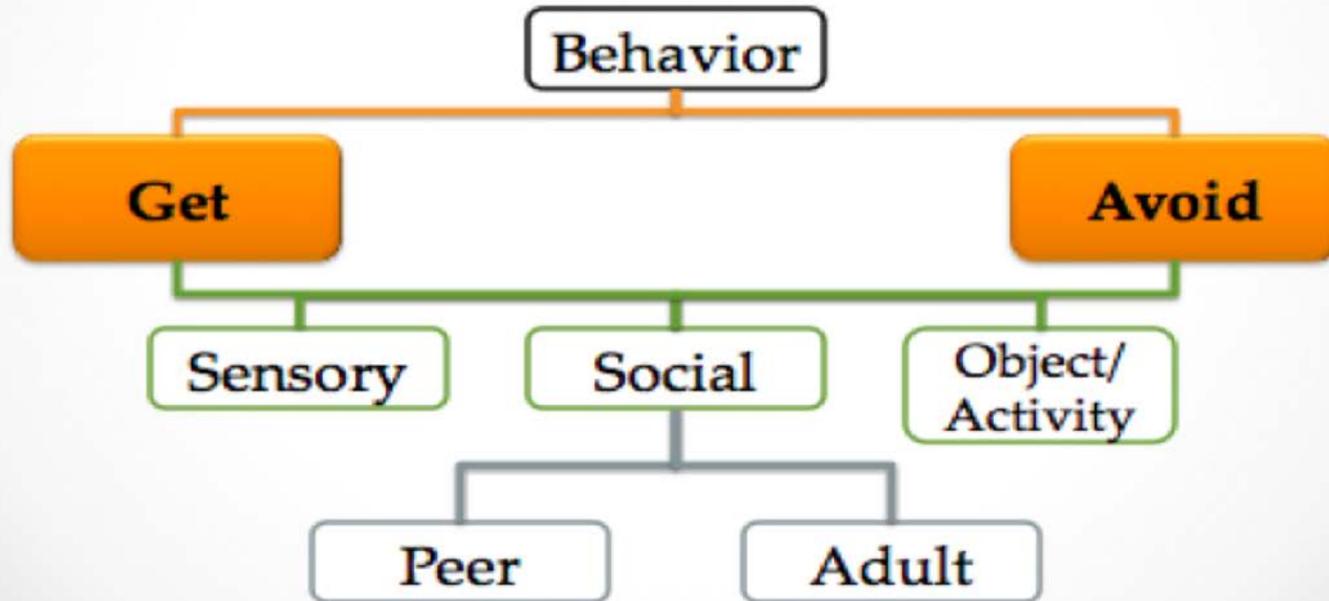
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The ABCs of Behavior Function

1. **Antecedent**- the events, action, or circumstances that occur immediately before a behavior.
2. **Behavior**- The behavior.
3. **Consequences (outcome)**- The action or response that follows the behavior.



2 Basic Functions of Behavior



Inviting listening opportunities



- Tell me more.
- I'm wondering what would happen if...? Thoughts?
- How might we...?
- Given our difficulty finding an answer, what might be a more relevant question?

Pragmatics:

Language Matters



Person 1st Language

The
unintended
outcomes vs
intentional
opportunities



How we say it matters

If you believe your child has a life-long disability...

We need to ensure we are adding learning opportunities and not taking them away.

As a parent, there is no question that you want the best for your child. I want the same for my children. The focus of our discussion today is to make a plan for how we can make that happen.

What are some of the strengths you see _____
tapping into recently?



Precision:

Specifics Matter



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Clarity goes a long way... some examples

“We work together as a team to determine the goals and services, and then the teachers will focus on how to achieve those goals and share information about progress along the way.”

Vocabulary
& Acronyms

ES=
-0.12

Prevention:

Administrative Role at IEP Meetings



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How might we capitalize...

...on the impact of the administrative role at an IEP meeting?

What do we expect and how do we train people to achieve that outcome?

[A Prezi :\)](#)

Problem- Solving:

Starting with
Empathy



EPS

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Solving Complex Problems with Human Centered Design Thinking

<https://tinyurl.com/EPsdesignthinking>

Another way to mitigate conflict and learn a lot along the way!

What is Design Thinking?

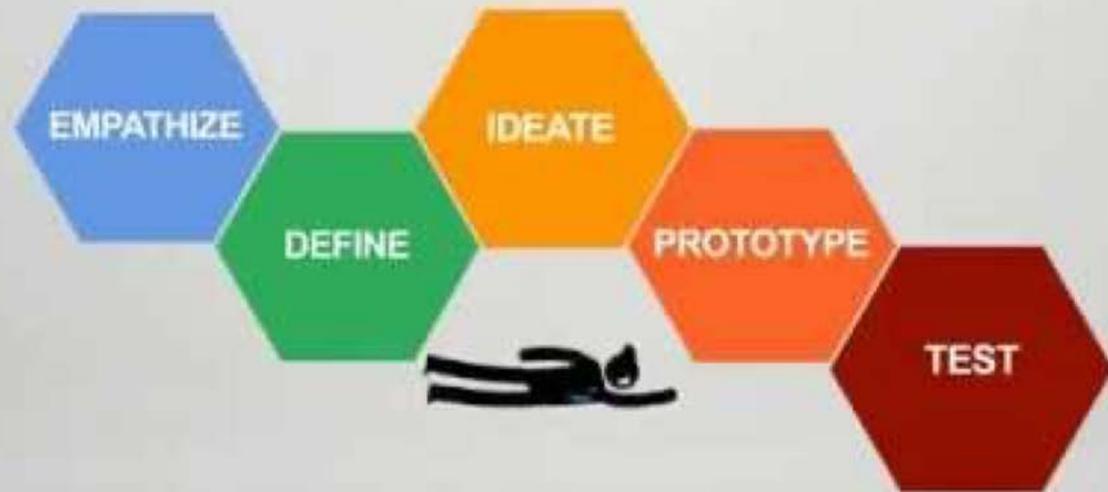
Human Centered Design Thinking

EPS EDEN PRAIRIE
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Design Thinking



Design Thinking



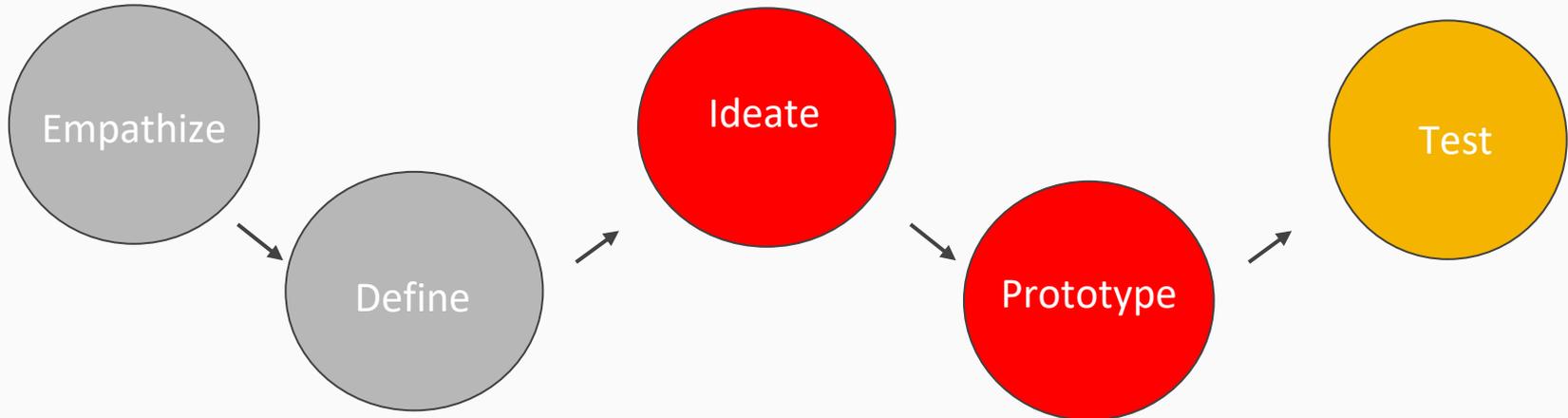
INSPIRATION



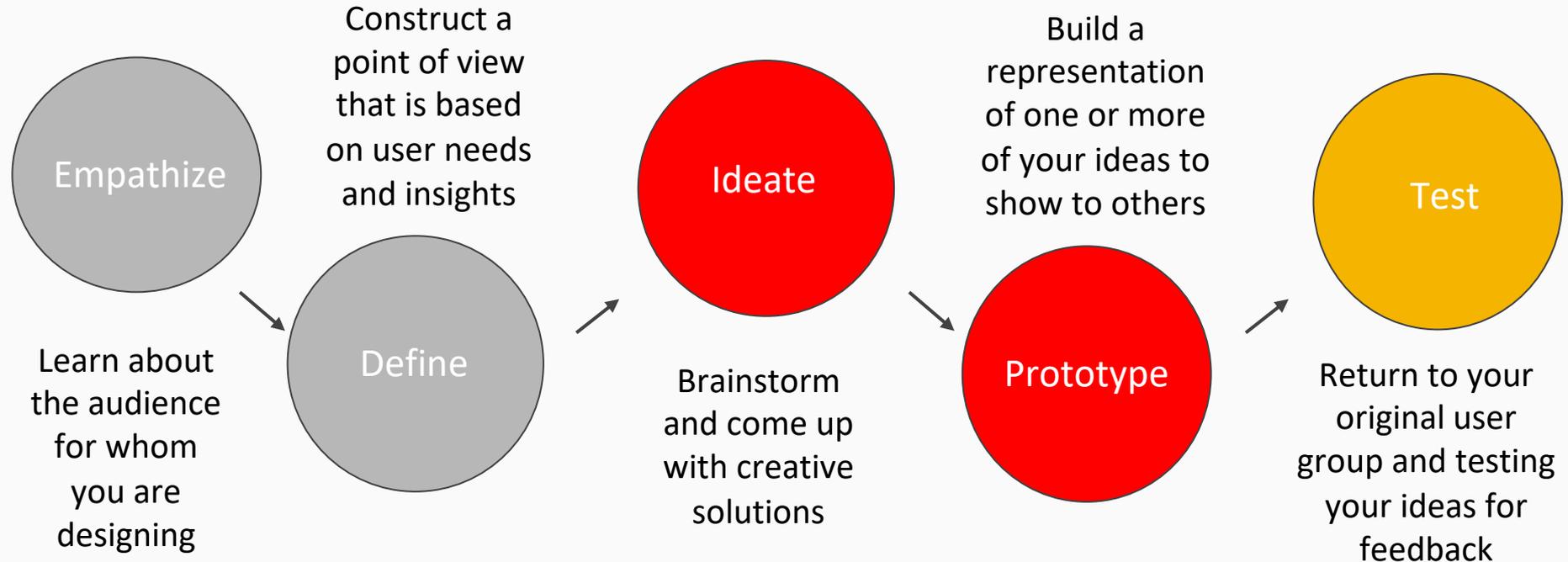
IDEATION



IMPLEMENTATION



Design Thinking



Mindsets for Design Thinking

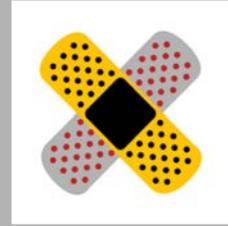
Start with Empathy



**Tap into Your Creative
Confidence**



Learn From Failure



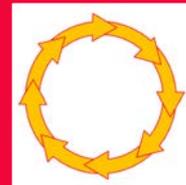
Embrace Ambiguity



**Be Urgently
Optimistic**



**Iterate, Iterate,
Iterate**



1. Start with Empathy

Empathy is the capacity to step into other people's shoes, to understand their lives, and start to solve problems from their perspectives. Human-centered design is premised on empathy, on the idea that the people you're designing for are your roadmap to innovative solutions.

(Emi Kolawole Stanford University d.school)

Watch:

<http://www.designkit.org/mindsets/4>



2. Tap into Your Creative Confidence

Believe in your capacity to create positive change and have the courage to take action. This allows us to make better choices, see new possibilities, collaborate with others, and approach challenges with courage.

(David Kelley, founder of IDEO)

Watch:

[http://www.designkit.org/mindsets/
3](http://www.designkit.org/mindsets/3)



Yes, But!
Yes, And!

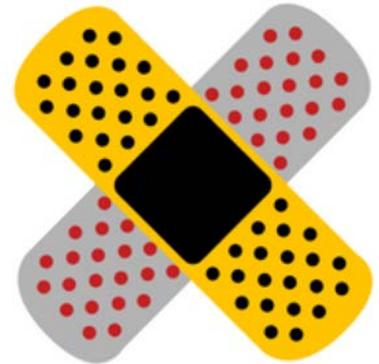


3. Learn from Failure

Fear of failure can hold us back from trying all sorts of things. But if we accept that failure is a part of learning, we can remain confident that setbacks actually allow us to move forward. Failing early allows us to succeed sooner.

Watch:

<http://www.designkit.org/mindsets/1>



4. Embrace Ambiguity

Formulas and algorithms drive us to the obvious. Instead, give yourself the permission to explore lots of different possibilities so that the right answer can reveal itself. There are always more ideas.

(Patrice Martin, IDEO)

Watch:

<http://www.designkit.org/mindsets/5>



5. Be Urgently Optimistic

Focus on what could be, rather than the countless obstacles that may get in the way. Every problem is solvable – all we need is a reasonable hope of success.

Watch:

<http://www.designkit.org/mindsets/6>

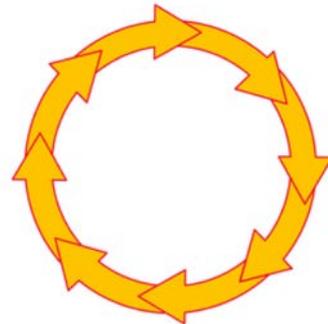


6. Iterate, Iterate, Iterate.

We know we won't get it right the first time, but every iteration steers us closer to the best iteration faster. Get feedback from the people you are designing for along the way, rather than waiting for the perfect solution.

Watch:

<http://www.designkit.org/mindsets/7>



Eden Prairie Schools & Design Thinking

EPS

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**Annual
administrative
retreat**

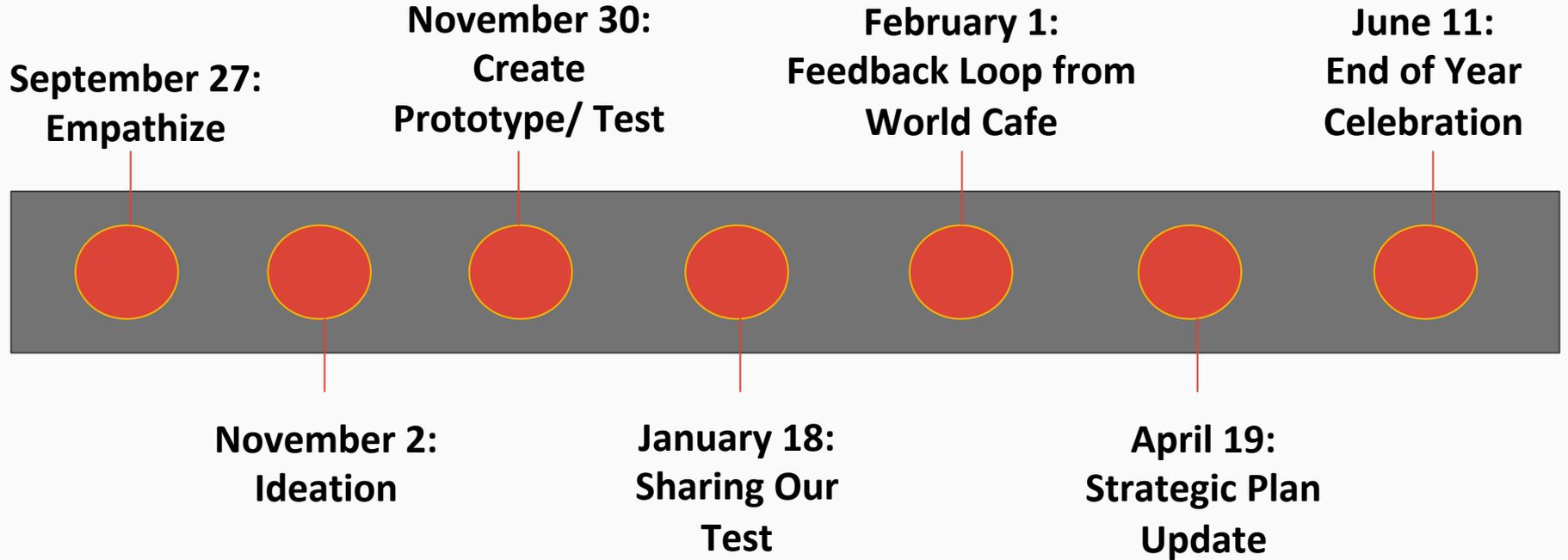
Solving a Complex Problem

Strategic Goal: Racial and socioeconomic inequalities in achievement are addressed in a culturally relevant and responsive manner by all staff.

*How might we become more
culturally relevant and **responsive**
to EACH of our families in Eden
Prairie Schools?*



Meeting Dates



All meetings 4:00-6:00

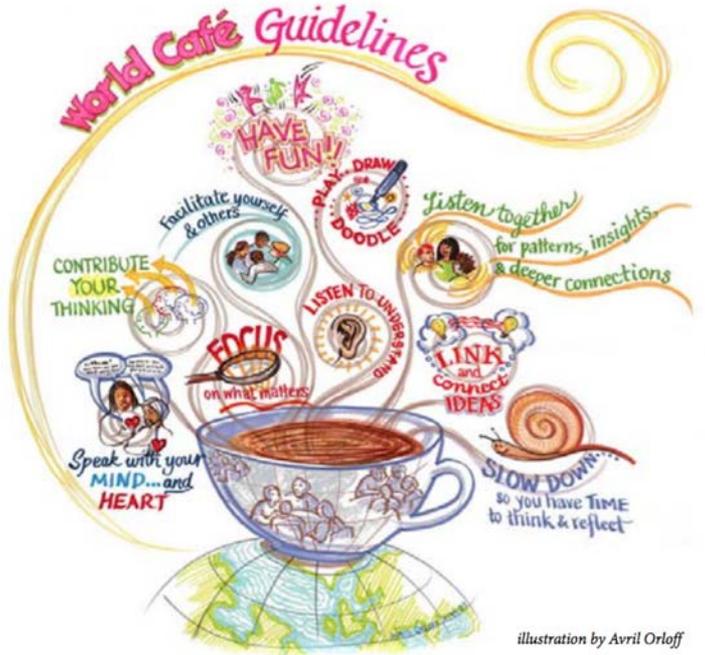
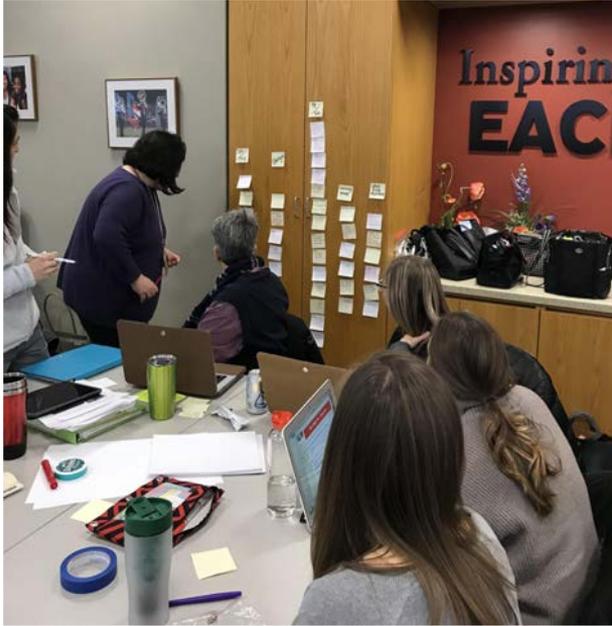


illustration by Avril Orloff

Empathy & World Cafe

Define



Ideate

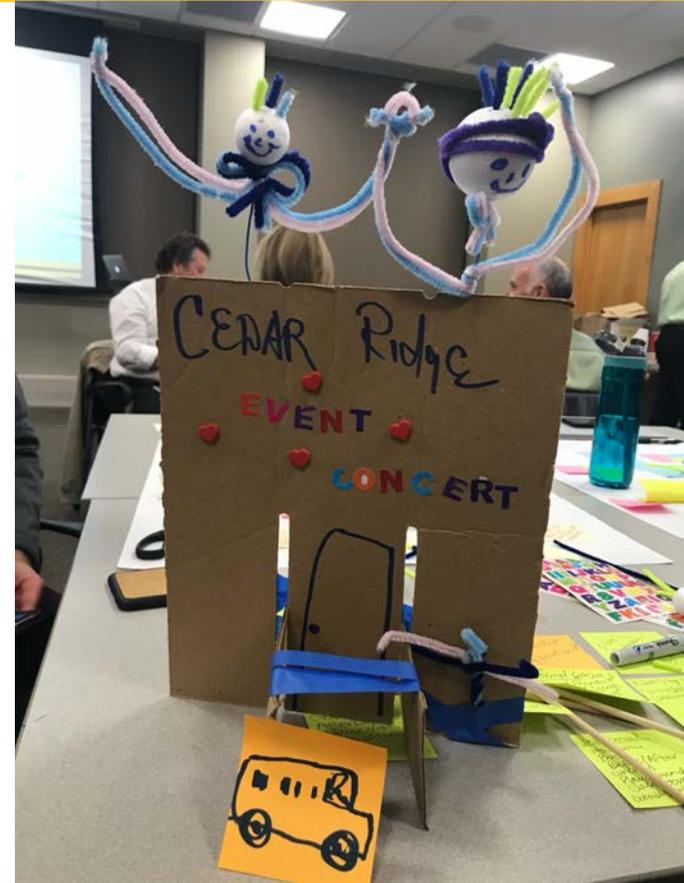
“It’s not about coming up with the ‘right’ idea, it’s about generating the broadest range of possibilities.”



Create a Prototype

Building prototypes means making ideas tangible, learning while building them and sharing them with other people. Even with early and rough prototypes, you can receive a direct response and learn how to further improve and refine an idea.

Then Test!



Solving a Complex Problem

As staff are working on improving communication opportunities and creating smooth transitions, we need your input.

How might we continuously improve how we communicate with and support our families of students with disabilities in Eden Prairie Schools?



Design Thinking for Educators

VERSION 2

[Download Toolkit](#)



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Design Thinking for Educators is...

A creative process that helps you design meaningful solutions in the classroom, at your school, and in your community. The toolkit provides you with instructions to explore Design Thinking.



Watch
WHY DESIGN THINKING? (3:02)

Get Toolkit Now!

v. 2

new edition

We listened to your feedback, and are excited to share the 2nd Edition of the Design Thinking for Educators Toolkit! The updated toolkit includes a quickstart guide, new worksheets, more examples of teachers using Design Thinking, and updated methods to better suit your needs.

Teachers using Design Thinking

<https://designthinkingforeducators.com/>

[Stanford School of HCD Resource](#)

THANK YOU



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