
Outline “details” to improve this year
Making tangible changes to increase parent satisfaction

Outline with your team "details" to improve for your parents this year.

This week's tip continues the series on improving parent satisfaction—and focuses on the second principle outlined by Michelli: Everything matters.

As part of pre-session (and after you've mutually agreed on your school's "ways of being"), I want you to decide as a group what you will do differently this year to improve parent satisfaction.

Ask each member of your team to list one detail they can personally improve for your parents.

This first detail to improve will likely be different for each teacher (or treasurer, or aide, or registrar). It needs to be something each person can change by themselves.

Create a system for holding each other accountable—and asking your parents to hold you accountable.

Be sure to tell your parents what you'll be doing to improve their experience at your