

# Preparing for the Unknown: Navigating Challenging Communication Scenarios



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# Introductions

## **LeAnn Taylor**

- *Director of Business & Operational Services, Frankfort School District 157-c*



## **Joseph McCurdy**

- *Assistant Superintendent/CSBO, Oak Lawn Community High School*



## **Griffin Sonntag**

- *Assistant Superintendent for Finance and Operations, Pleasantdale School District 107*



## **Cassidy Tarpey (Moderator)**

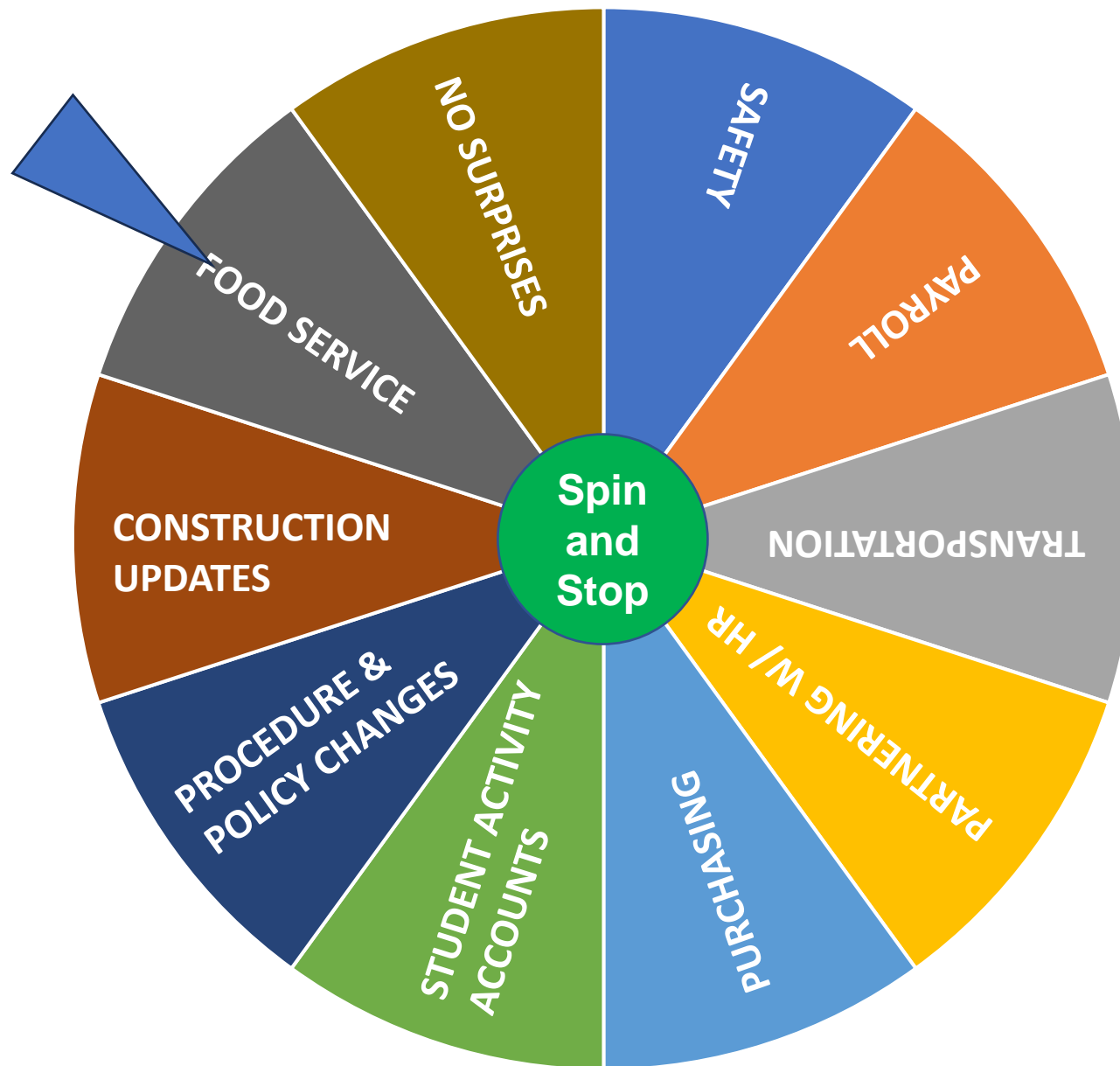
- *Account Executive, BEAR Construction*



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# Safety

- You receive a text message that one of the schools in your District had a small electric fire and currently everyone is outside waiting for the fire department.



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# Payroll

- Halfway through the year you are welcomed in on a Monday morning by a visit from the union president who proclaims all the paraprofessionals in the district have had their salary based on 180 days, when they are actually scheduled to work 181 days.
- You spend time investigating over the next few days and conclude her statement is accurate. Who needs to be communicated with and how?



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# Transportation

- Assuming transportation logistics fall under the business office umbrella, how does the size of the district you are in impact the way information is disseminated regarding changes to routes, stops, driver changes, late buses, etc.?



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# Partnering with HR

- As a new CSBO in a district, you notice multiple outstanding workers comp claims, followed by a coverage renewal premium that has tripled. How do you ask questions and respectfully communicate your intentions when digging into this HR and relevant district stakeholder groups?



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# Purchasing

- During a Board of Education meeting as the Board Members are being asked to approve monthly expenditures, a Board Member asks who used District Credit Card at Hooters.



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# Student Activity Accounts

- Your school district has a dedicated, beloved athletic director who takes an active role in volunteering facilities to host IESA regional and sectional events. This person was already in her role when you were hired into the district as the CSBO. It hits you that you have not seen the cash deposits for gate fees deposited into either the general account or student activity funds after these weekend events. After some investigating you find out she is taking the cash to the bank and cutting a check back to the IESA and only depositing the district “keep” portion into the district’s revenue account.
- What are your next steps and what are the stakeholder groups that need to be involved and informed of any changes in procedure.



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# Policy & Procedure Changes

- The district is navigating the change from 26 pays to 24 pays. Assuming you already have the green light and permission of the collective bargaining units, what are the components of a successful communication plan to navigate this change?
- (Navigating a system change district wide)



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# Construction Updates

- You learn at the weekly OAC (Owner Architect Contractor) meeting that the construction project has multiple unforeseen conditions that will exceed the budgeted contingency funds.



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# Food Service

- You receive a message from your Superintendent that students have created a social media account to post photographs and comments regarding the school's food service.



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# No Surprises

- When to anticipate questions and when to wait
- When do you need to update your Superintendent?

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# Questions and Answers

*We thank you for your time!*

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# Presenters:

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