

Engaging Stakeholders and Building Capacity



Oklahoma

- 97,264 special education students (2010-2011)
- 528 school districts
- 30-40 due process requests
- 20 mediations





Stakeholders

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Kids happy and learning in school!











Stress and Burnout

More than 50% of special education teachers leave within 5 years.



Human and Societal Costs

Marital and family discord.



Financial Costs

Expenses for families and school districts can be huge.



What is the best use of our financial resources for education?

Relationship Costs

IEP MEETING ALERT LEVELS

SEVERE

SEVERE RISK OF VEIN-POPPING,
HEART-STOPPING OUTRAGE

HIGH

HIGH RISK OF SHOUTING MATCHES
AND THREATS OF LEGAL ACTION

ELEVATED

SIGNIFICANT RISK OF LAW VIOLATION
AND DENIAL OF SERVICES

GUARDED

GENERAL RISK OF
MISINFORMATION AND GUILE

LOW

LOW RISK OF
BACKSTABBING AND DECEPTION

specialchildren.about.com

People can find better solutions than...



An Exploration and Continuing Journey

❖ CADRE Continuum

❖ Stakeholder Discussion

❖ Response to Stakeholder Needs

More Alternatives in Place

Stakeholder Training

Parents

School Administrators

❖ Commitment of Resources

❖ Participation

❖ Continuing Collaboration



CADRE Continuum of Special Education Conflict Resolution Options

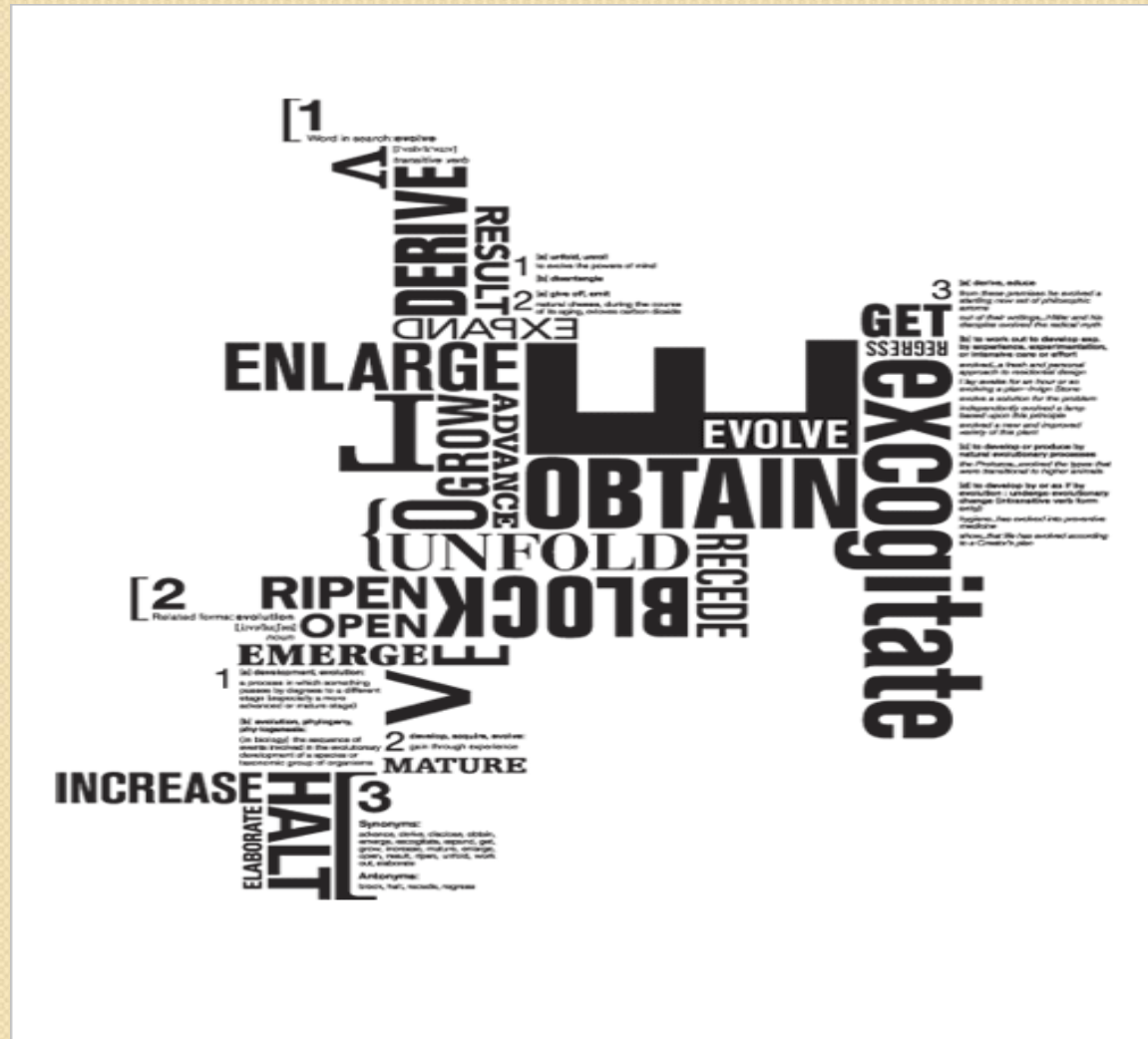
Stages of Conflict	Stage I			Stage II			Stage III				Stage IV				Stage V			
Levels of Intervention	Prevention			Disagreement			Conflict				Procedural Safeguards				Legal Review			
Assistance/ Intervention Options	Participant & Stakeholder Training	Stakeholder Council	Collaborative Rule Making	Parent-to-Parent Assistance	Case Manager	Telephone Intermediary	Facilitation	Mediation Hybrid Models	Ombudsperson	Third-Party Opinion/Consultation	Resolution Meeting	Mediation Under IDEA	Complaints	Due Process Hearing	Hearing Review (Tier II)	Litigation	Legislation	
Dimensions that help clarify placement of the options along the Continuum	Third-Party Assistance									Third-Party Intervention								
	Decision Making by Parties									Decision Making by Third Party								
	Interest-Based									Rights-Based								
	Informal & Flexible									Formal & Fixed								



Developed by CADRE
www.directionservice.org/cadre/continuum



Programs Evolve...



Good Meeting Management...



Special Education Resolution Center
Oklahoma State University



Building Partnerships, Creating Agreement

Collaborative Problem Solving in Early
Intervention and Special Education





Engaging in Challenging Conversations

Presented by
Greg Abell



Essential Skills for Engaging Conflict:

Six Conversations in Support of Effective Collaboration



Getting Buy-in....

Oklahoma State Department of Education (OSDE)

- Stakeholder involvement at the state level encourages a greater community buy-in
- Provides parents and other interested parties with a forum to be heard
- Allows the OSDE to listen to stakeholder input and implement as appropriate
- Encourages working to improve outcomes for





School/Administrator Perspective

- Schools/administrators want to resolve disputes
- But, they want long-lasting resolution
- And, they have widely varying ideas about how to handle specific disputes
- Past experience with a different system dampened enthusiasm for mediation
- Required resolution sessions improved willingness to include 3rd



School/Administrator Perspective

- Positive experiences reinforced continued participation
- But, constant reassessment
- Mediation in lieu of or in addition to facilitated resolution is popular option
- Mediation without pending hearing complaint is less popular
- Why? Concern about continuing cycle of mediation?



School/Administrator Perspective

- Training in conducting challenging conversations is popular
- But, must find effective strategies to extend it
- Just starting discussions about the form that enhanced parent involvement will take
- Future school use of IEP facilitation option is unclear

Parents- Key Stakeholders

Treat parents and families as the **key stakeholders** they are in their children's education.

- Shift focus from a **discrete activity** to an **integrated strategy**.
- Strengthen teachers' and leaders' **skills** in working with families.
- Engage families in **accessing** and **using** information about their child's school and their child's progress.



Respect Parents as Stakeholders

- Better Communication
- Parents use attraction - not promotion.
- Parents must engage public relations.
- A way to meaningful participation



Parent Perspective



Oklahoma Parents Center

Statewide Parent Training and Information

Visit our Website @ www.OklahomaParentsCenter.org!!!

Advocating for Children with Disabilities to Build a Better Future

- The participation of parents in regular, two-way, and meaningful communication involving student academic learning and other school activities, including ensuring—that parents play an integral role in assisting their child's learning;
- That parents are encouraged to be actively involved in their child's education at school;
- That parents are full partners in their child's education and are included, as appropriate, in decision-making and on advisory committees to assist in the education of their child.

Attitude

means

everything!

It can open doors..... or

It can be your biggest obstacle!