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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	<p>""Cover""; ""Contents""; ""Preface""; ""About the Authors""; ""Chapter 1 - Understanding the Different Experiences of Teachers and Principals""; ""Principals""; ""Teachers""; ""Conclusion""; ""Chapter 2 - Creating an Environment for Change""; ""Exercise: Externalization""; ""Comparing Deficit-Focused Versus Conceptualized Understanding: Summary of the 4 ""C's"" of Helpful Conversation""; ""Summary of the Practice of Externalizing and Restorying""; ""Chapter 3 - Typical School Culture Problems and Their Effects""; ""Gossip""; ""Problem-Saturated Conversation""; ""Cliques""</p> <p>""The Us-Them Attitude""""Resentment and Negativity""; ""Community Disrespect""; ""The Rushed Feeling and Scarcity of Time""; ""Hierarchy""; ""Competition""; ""Chapter 4 - When Serious Problems Divide the Staff""; ""The Scenario""; ""Applying a Narrative Metaphor""; ""Chapter 5 - Changing Staff Habits without Conflict""; ""Process of Change""; ""Step-by-Step Example of the Thinking behind a Constructive Process of Change""; ""Chapter 6 - Preventing Problems and Creating a Climate of Support""; ""Connection""; ""Collaboration""; ""The Many Faces of Appreciation""; ""Self-Reflection""</p>

""Dealing with the System: Testing and Unions"""; ""Leadership"";
""Chapter 7 - Practices That Support a Caring School Culture"";
""Chapter 8 - Working with Parents and Volunteers""; ""Problem Stories
of Parents and Bats""; ""Parent Involvement: From Problem Story to
Collaboration""; ""When Conflicts Arise""; ""More Ideas for Your School
Community""; ""World Wide Web Resources""; ""Yard Duty Volunteers"";
""Strategies for Challenging Situations""; ""Conclusion: Questions and
Answers""; ""Resource A: Glossary""; ""Resource B: Staff Development
Activities""
""Resource C: Summary of School Culture Problems and the Practices
That Prevent Them"""; ""Resource D: Job Satisfaction Survey""; ""Resource
E: Teacher Survey""; ""Resource F: Principal Interview Protocol"";
""References""; ""Index""

Sommario/riassunto

Based on more than 200 interviews, this practical guidebook provides
strategies for solving staff problems, preventing conflicts, and
enriching school climates.