SUPPORT SYSTEMS
COMMUNICATION

OVERVIEW

This Extended Learning Guide is designed for your team's use in conjunction with the videos on taisresources.net to review current practices, establish baseline information, and plan for continuous improvement. Each guide includes suggestions for discussion, protocols for investigation, and one or more call-to-action activities.

Support Systems are the components represented by the second-most outer ring of the Texas Accountability and Intervention System (TAIS) process diagram and consist of:

- Organizational structure
- Processes and procedures
- Communications
- Capacity and resources

Note that the components of the TAIS framework do not function in isolation. Your team should consider reviewing each component, beginning with the ones that seem most relevant to your current situation.

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ORGANIZATION

In addition to these Extended Learning Guides, each Support Systems component on taisresources.net features an **Expert video** in which a professional with expertise in the subject offers important points to remember and tips for success.

Each component also offers one or more From-the-Field videos highlighting Texas schools that have used the component effectively in their continuous improvement processes. These videos will help your team see and discuss what the component looks and sounds like in action.

USING THIS GUIDE

As a principal, superintendent, district leader, teacher leader, or professional service provider, you can use the videos and Learning Guides to provide an ongoing learning experience for teams tasked with implementing continuous school improvement. The Learning Guides provide a framework for using the online videos to promote discussion and improvement.

EACH GUIDE INCLUDES

- A component definition, called "Building a Common Understanding"
- Discussion questions covering the expert videos
- Suggested activities to promote reflection, deep thought, discussion, and action planning
- One or more calls to action to help the group move from "knowing" to "doing"

COMMUNICATION
Be the Change You Want to See–Andy Hargreaves

Building a Common Understanding
A clearly defined process exists that uses multiple effective delivery systems to ensure that a consistent message is sent, received, and acted upon. District and campus-level staff engage in proactive efforts to establish successful internal communication systems and transparent external communication practices. Communication is focused on a shared and clear vision for continuous improvement, which streamlines collaborative efforts toward student success.

The purpose of this guide is to support campuses and districts in making meaningful change. Watch the video individually or with a team. While you watch, consider how your actions influence change.

AFTER WATCHING THE VIDEO, DISCUSS AND ANSWER THESE QUESTIONS:

- What actions can faculty take to influence change?
- How are these actions being received by others, and what does that tell us about our campus/district culture?
- What message does failing to take action send, and what does that tell us about our campus/district culture?

NOW, PUT WHAT YOU'VE LEARNED TO WORK:

- Identify a desired outcome.
- List the series of actions that must be taken to make progress toward this outcome.
- Specify the parties responsible for these actions.
- Determine who will be affected by these actions.
- Explore barriers that might exist.
- Establish who will be needed to ensure the success of this process.
- Outline a communication plan that states how the messaging regarding this initiative will be delivered.
- Remember, change begins with you!