**From Survive to Thrive – Webinar**

**Chapter 7 Staffing**

**Webinar Chat**

14:02:31 From Jenna Pettinicchi : If you have any questions you can email us at leadershipinitiative@earlychildhoodny.org

14:02:56 From Serene Stevens : Good afternoon!

**Chat Prompt: *What are challenges you have faced in staffing your program?***

14:07:54 From Denise Fairman : poor attendance

14:07:58 From Debra Cetta: Finding potential hires

14:08:04 From Adriane Govine: looking for a certified teacher

14:08:04 From Rebecca Laird: Retaining high-quality teachers in an all-day, year round program

14:08:06 From Carolyn Yasharian: Diversity.

14:08:07 From Sara Rubinstein: salaries

14:08:07 From Carolyn Gallegos: Low pay for hard work

14:08:09 From Marie Del Tejo: flexibility

14:08:09 From Amy Ortega: Previously we had high turn-over, once we stabilized it, we see that some staff are not comfortable with returning to work

14:08:10 From Melinda Barr: meeting qualifications

14:08:12 From Laura Meara : Personalities, staff attendance, commitment

14:08:12 From Vanessa Caltabiano: Pay rates vs. qualifications

14:08:12 From Michele Sciolino : lack of substitute staff

14:08:13 From Sherlaine Bowman: finding substitute teachers

14:08:15 From Molly DeGesero : Staff unwilling to shift practice

14:08:16 From Mary Goodwill: Lack of applicants

14:08:18 From elicia alcocks: i have a daycare so money not enough to retain me and staff that the first step

14:08:19 From Nixsa Singh: Retention

14:08:21 From Jillian Aguis: DOHMH clearance guidelines make it difficult to get people started

14:08:20 From TESSIE-ANN BINNS: compensation

14:08:20 From Carolyn Yasharian: lack of substitutes

14:08:21 From Rebecca Laird : Retaining high-quality teachers in an all-day, year round program

14:08:21 From MAGGIE STEIN: Paperwork required overwhelming

14:08:21 From Kate Rossetti: getting good people when our pay is so low

14:08:25 From Lee Buscemi: motivation

14:08:26 From Melinda Barr: staff moral

14:08:28 From Beverly McArthur : Payment rates have always been a challenge for motivating staff to remain on board.

14:08:32 From Michelle Lee Supporting their growth-giving feedback

14:08:33 From rhonda kontner: Finding qualified staff

14:08:34 From Kaity Kapetan: Salaries

14:08:35 From Amy Ortega: CONFUSING CLEARANCE protocols with NYC DOH/DOE - many revisions prior to closure

14:08:37 From Rosilyn Wright: The timeframe of hire staff and retaining certified teachers.

14:08:37 From Kate Rossetti: having people get along and communicate with each other

14:08:37 From Jaclyn Kesler: It was challenging during remote learning to interview candidates for our dual language program without having face to face interactions

14:08:38 From Mary Cain: Finding and hiring qualified candidates

14:08:38 From Leslie Santizo: corporate sending staff home due to low number of kids which results in other stuff

14:08:39 From Laura Meara : Qualifications

14:08:41 From Eunjoo Geem: sick days

14:08:42 From Bethenie Robin: Getting staff cleared to begin work

14:08:42 From Vanessa Caltabiano: Supporting schooling while maintaining schedules

14:08:46 From Jillian Aguis: High turnover rate due to low salary

14:08:46 From Maisie Chi: qualified staff

14:08:47 From Kathy Chase: Retention. Going to Public school for better salary

14:08:51 From Francesca Cohn: diversity

14:08:54 From Angela Diaz: Time management

14:08:56 From Kaity Kapetan: Incentives

14:08:57 From Olga Pico: qualifications

14:08:57 From Vanessa Caltabiano: Lack of benefits

14:09:00 From Etty Helfgott: Professionalism and dedication

14:09:03 From Laura Meara : Definitely high turn over

14:09:05 From Leslie Santizo: staff being present not a warm body

14:09:07 From Denise Fairman : amount of time from hire to actually available to work

14:09:17 From Debra Cetta: Quitting with no notice

14:09:18 From Gillian Gordon: daycare centers workers having difficulty finding childcare at this time

14:09:20 From Jeanine Calamusso: CBO TEACHERS ARE NOT TREATED EQUALLY

14:09:24 From Laura Meara : Proper on boarding and training

14:09:24 From Hannah Markowitz Markowitz : staff safety during COVID

14:09:27 From Jeanine Calamusso: NO UNIONS

14:09:29 From Nadege Montes: The turn over and qualified staff

14:09:30 From Carolyn Yasharian: funding for requirements

14:09:32 From Denise Fairman : lack of professionalism

14:09:32 From Jeanine Calamusso: NO BENEFITS

14:09:36 From Vanessa Caltabiano: DOH regulations for hires

14:09:42 From Serene Stevens : Thank you all for sharing these very insightful factors.

14:09:51 From merna hughes: looking for certified teachers, staff not wanting to go back to school

14:09:54 From Althea Rudder Althea Rudder : How to keep staff motivated.

14:11:27 From Jeanine Calamusso to All panelists : salary steps are not valid with CBO staff

14:11:34 From Gisele Josme : payment rates between admin and other staff

14:12:12 From Jeanine Calamusso: agreed Gisele

14:12:53 From Serene Stevens : Yes, These are very valid points Gisele and Jeanine

14:13:39 From Sara Rubinstein: I’d like to send this ppt to our HR department. too many times they only look at qualifications.

14:14:24 From eva thomas : Good Afternoon, Will this deck be shared with attendees?

14:14:33 From Jeanine Calamusso: it makes it extremely difficult to keep “good” teachers.

14:14:39 From Serene Stevens : This webinar is available after today’s presentation. I will ask about the ppt itself.

14:14:50 From eva thomas : Excellent.

14:14:51 From Carolyn Yasharian: unfortunately there are those who know exactly what to say in an interview, excellent references, even do well with being observed doing a lesson plan but then later, it’s a 180.

14:15:14 From Jeanine Calamusso: Especially when their qualifications are equal if not higher than those teachers in the main buildings.

14:16:07 From Sara Rubinstein to All panelists : at what point do we check their references and previous employers?

14:16:09 From Brooke Alexander : How would you consider interviewing in the virtual realm we're in now?

14:16:27 From Denise Fairman : I’ve been doing Zoom interviews

14:16:35 From Jeanine Calamusso: zoom sessions

14:17:18 From Jylynthia Cambridge: We're leaning toward zoom and Microsoft Teams

14:17:22 From Fortunata Cueto: If I may share, I just interviewed an applicant for a Teaching Assistant and it went well using Zoom

**Chat Prompt: *What are some questions you have asked during interviews that have helped you understand a candidate’s core values, disposition, attitude, and work ethic?***

14:18:13 From Kaity Kapetan: Length of employment at previous position

14:18:16 From Kasia Kaim-Goncalves: What they are passionate about

14:18:23 From Laura Meara : As a Head Start program...I ask them to share their knowledge of HS

14:18:31 From Sara Rubinstein: what is your passion?

14:18:31 From TESSIE-ANN BINNS: Do you have any none negotiables as to what you are willing to do in order to complete your job?

14:18:35 From Brooke Alexander : Why did you decide to work in early childhood?

14:18:35 From Carolyn Gallegos: I have asked about team work and working with others.

14:18:37 From Rebecca Laird : How they deal with behavior management

14:18:39 From Amy Ortega: I ask what are they passionate about, what are their future goals

14:18:40 From Lee Buscemi : how do you handle conflict with team members?

14:18:42 From Debra Cetta: What is something your students/parents might say they like about being in your class?

14:18:43 From Sara Rubinstein: why have you left other positions?

14:18:46 From Leslie Santizo: what is your view on children's capacity or capabilities for this age group

14:18:46 From Kate Rossetti : I’ve asked how they would handle it if a child wanted to play only in one area of the room (e.g. block area only)

14:18:47 From Sherlaine Bowman: Why did you choose teaching?

14:18:49 From elicia alcocks: what are some things you are currently involved in

14:18:49 From MAGGIE STEIN: Why are they looking to move positions?

14:18:50 From Jillian Aguis: Sometimes asking "why early childhood" as a prompt can lead to finding out if it is their specialty or niche

14:18:51 From Carolyn Yasharian: what is your philosophy on play is specific question towards our pedagogy

14:18:51 From Vanessa Caltabiano: How do you manage transition?

14:18:52 From Alecia P Miller: what are their teaching style?

14:18:56 From Sara Rubinstein: have you researched our agency?

14:18:56 From Laura Meara : What does professionalism mean to them

14:19:04 From Jaclyn Kesler: I like to begin interviews with an open-ended question by asking candidates to tell me about themselves, and what is important to them. Open-ended questions are a great way to get to know the candidate.

14:19:04 From Michelle Lee: Tell me about how your co-workers/ex would describe as a person/teacher

14:19:07 From Adriane Govine: what kind of lessons can you provide to preschool children in different learning areas

14:19:10 From Angela Diaz: Tell me about how you communicate with families?

14:19:10 From Yajaira Infante: "How do you manage/address challenging behaviors with different development stages in children?"

14:19:12 From Olga Pico: How do you deal with aggressive behavior

14:19:16 From Beverly McArthur : What do you have to contribute to the early childhood profession?

14:19:17 From Sara Rubinstein: what is your least favorite area in teaching preschool?

14:19:18 From Yessenia Rosario-Adon: What are some strategies that you like to use to support individualization in the classroom?

14:19:19 From Kaity Kapetan: how are they extending their learning

14:19:19 From Nadege Montes: How do they build relationship with colleagues, and families. How do they value having SMART goals?

14:19:20 From Vanessa Caltabiano: What are your hobbies? What was the last thing you read (book)?

14:19:27 From Nixsa Singh: What is the most important thing you can offer the children you teach.

14:19:28 From MAGGIE STEIN: I always ask about their relationship with their last director

14:19:31 From Sherlaine Bowman: What happens when things don't go your way in the classroom?

14:19:31 From Marie Del Tejo: I give them a senecio and how would they work it out with parent.

14:19:31 From Michelle Lee: What is your long-term goal?

14:19:35 From Serene Stevens : These are wonderful questions. It helps us to understand them as individuals which helps us to get a professional picture.

14:19:35 From Althea Rudder: what curriculum have you use before.

14:19:35 From Vanessa Caltabiano: What are your educational plans?

14:19:37 From Kim LoDico: Tell me about a difficult situation you had to work through. What went well? What would you do differently?

14:19:37 From Sara Rubinstein: what’s your latest book you have ready

14:19:39 From Rosilyn Wright: What are your gifts and talents?

14:19:51 From Mary Cain: What is your favorite time of an ECE child care day and why?

14:19:56 From Debra Cetta: What do you find most challenging about this job - how have you handled it in the past?

14:19:56 From Amy Ortega: If they are nervous - I like to start by asking them to introduce themselves and explain what brought them here TODAY

14:20:08 From Fortunata Cueto: How would you promote family engagement in your class?

14:20:09 From Jeanine Calamusso: what is your favorite children’s book and why

14:20:10 From Sara Rubinstein: what was your most embarrassing moment in public?

14:20:13 From Serene Stevens : It’s great to ask them about scenarios they’ve been in to see how they handled it.

14:20:22 From Angela Diaz: What is challenge you have faced in your classroom?

14:20:31 From eva thomas : Are you a collaborative person?

14:20:33 From Denise Fairman : is ECE your interest or a stepping stone to higher ed

14:20:37 From Yajaira Infante: "How would you address a concerned or upset parent?"

14:20:38 From Nixsa Singh: How do deal with different situations.

14:20:40 From Jessica Brush: Describe yourself as a teacher. If not a teachers, what are your aspirations and goals as a teacher.

14:21:04 From Hannah Markowitz: why do you think you will be a good fit for our organization

14:22:41 From Sara Rubinstein: understand their family responsibilities

14:23:17 From Serene Stevens : Great Point Sara! It demonstrates the understanding them as individuals.

**Chat Prompt: *What is your stance? How have you built successful relationships and a positive work environment that helps to retain great teachers?***

14:24:30 From Laura Meara : Being approachable

14:24:38 From Denise Fairman : open door

14:24:40 From TESSIE-ANN BINNS: Frequent check-ins and sufficient planning time

14:24:43 From Kaity Kapetan: Listening

14:24:44 From monique gabriele: having an open line of communication.

14:24:47 From Francesca Cohn: taking time to listen

14:24:49 From Molly DeGesero : Food goes a long way. When teachers have hard days like PDs or Parent Teacher Conferences, we always provide food.

14:24:51 From Debra Cetta: Checking in on them

14:24:51 From rhonda kontner: I try to be supportive and approachable at the same time.

14:24:53 From Rebecca Laird : good listening and daily check ins

14:24:53 From Angela Diaz: Giving feedback in private

14:24:55 From Denise Fairman : but them lunch regularly

14:24:56 From monique gabriele: keeping expectations clear.

14:24:56 From Jillian Aguis : Regular check-ins and classroom visits

14:24:57 From Kate Rossetti : I always try to tell them when I see them doing something great, and I pass along praise from parents

14:24:57 From Nixsa Singh: Making myself available.

14:24:59 From Laura Meara : Sharing my experiences and challenges as a classroom teacher

14:25:00 From Vanessa Caltabiano: Letting them know who much they are valued.

14:25:01 From Michelle Lee: Try to get to know them at a personal level

14:25:03 From Carolyn Yasharian: open door, simple karaoke or paint night

14:25:03 From Mary Cain: Keeping an open-door policy so staff can come to my office at any time.

14:25:06 From Sara Rubinstein: I’m reachable. I’m a great listener. at times I compromise with what all stakeholders need.

14:25:06 From Jeanine Calamusso: I take my staff out each month for a “SNO” with no talk of work

14:25:07 From Amy Ortega: Continue to make our work environment positive and family-like setting with lots of support. They tend to want to stay

14:25:08 From Sherlaine Bowman: Open commutation through daily Zoom meetings.

14:25:10 From MAGGIE STEIN: Direct from a place of being a teacher

14:25:11 From Marie Del Tejo: head teachers meet together without me to create their class schedule.

14:25:12 From Jaclyn Kesler: My boss stops by and always provides compliments

14:25:12 From Laura Meara : Smile

14:25:15 From monique gabriele: asking their feedback.

14:25:18 From Nadege Montes: I allow them to know that I am present and there for them.

14:25:19 From Nixsa Singh: Listening

14:25:23 From Angela Diaz: Being a listener

14:25:23 From Molly DeGesero : Opening faculty meetings with “shout outs” where teachers and I can share times they were supported by one another

14:25:25 From Fortunata Cueto: A good leader must also be a good listener and follower

14:25:27 From Michele Sciolino : Paid planning time, include in decision making, offering support in difficult situations, small token gifts

14:25:33 From Sara Rubinstein: transparency.

14:25:37 From Laura Meara : Greeting them by first name everyday

14:25:38 From Rebecca Laird : Stepping into classrooms to help out

14:25:42 From Hannah Markowitz Markowitz : ask them what staff development they want

14:25:48 From Vanessa Caltabiano: acknowledging how hard it is to work in the classroom

14:25:48 From Denise Fairman : have their backs with parents

14:25:50 From Marie Del Tejo: I meet each staff once a week and ask them to provide the agenda.

14:25:51 From Carolyn Yasharian: having them participate and recognition yes

14:25:57 From Sherlaine Bowman: Greeting them everyday. Wellness checks.

14:25:57 From Molly DeGesero : Don’t ask your staff to do something that you wouldn’t do yourself

14:25:57 From Michelle Lee: Be available

14:25:58 From Stephanie Irby: Saying good Morning and never speaking about issues in the earshot of others

14:26:04 From Kim LoDico: getting to know each as an individual and asking how they are doing. Spending time in the room with the teams, especially at rest time and having open ended conversations. How they are doing, how are things going in the classroom, concerns, celebrations. Working together to support them.

14:26:07 From MAGGIE STEIN: Actively participate in a classroom when doing an observation instead of sitting in back taking notes

14:26:07 From Beverly McArthur : Sharing birthday celebrations of teachers helped me to build self esteem among staff members along with family situations that affect their work.

14:26:10 From Serene Stevens : I noticed a paint night and karaoke! That’s sounds fun!

14:26:11 From Sara Rubinstein: be in their shoes

14:26:13 From Laura Meara : I put up "what I appreciate about you" post it notes

14:26:14 From merna hughes : making a big deal about celebrating teacher appreciation

14:26:15 From Jeanine Calamusso: Team building activities outside of work so we connect on a personal level

14:26:29 From Mercedes Flor: Pay them well!

14:26:32 From Angela Diaz: Reward them with positive phrases

14:26:42 From Stephanie Irby: Staff Appreciation Day

14:26:44 From Debra Cetta: Anonymous kindness notes that teachers write to each other in a shared basket

14:26:48 From Marie Del Tejo: a senior staff would be ask if he/she can mentor new teacher

14:26:51 From Nadege Montes: Acknowledge their work. providing 1:1 time when possible.

14:26:53 From Adriane Govine: Give support during difficult challenges with children

14:26:55 From Laura Meara : During this time of being closed I reach out to them and check on them

14:27:19 From merna hughes: leaving nice sticky notes in their classroom

14:27:27 From Serene Stevens : Saying Good morning! These simple words can make a huge difference.

14:27:55 From Jenna Pettinicchi : Marie- mentoring is a great idea for supporting and retaining teachers!

14:28:05 From Claudine Campanelli: Respect and encourage differences

14:28:17 From MAGGIE STEIN: The challenge is that now we are not supposed to be in and out of classrooms this coming year

14:28:39 From Jenna Pettinicchi : Just a reminder to everyone to make sure your chat is set to “all panelists and attendees” so we can all see each other’s ideas and thoughts

14:29:23 From Rean Valere: During daily walkthroughs provide positive feedback of what you noticed them doing

14:29:37 From Carolyn Yasharian: we did a voluntary program with DOH for Quality which was very beneficial as someone worked with us for a year and did 2 ECERs which is helpful to understand and get feedback and resources from an outside coordinator

14:29:48 From Serene Stevens : Maggie- Yes, this is another factor that must be considered.

14:30:20 From Mary Goodwill: Is this information in a book we can buy for our center?

14:31:02 From Serene Stevens : Mary, Yes. This information is based on the book Survive to Thrive which is available for purchase.

14:31:51 From Mary Goodwill: Thank you Where can we get the book is it on amazon

14:32:04 From Gisele Josme : Teachers deserve lots of respect and compassion. Calling them from time to time and inquire about them is very appreciated

14:32:15 From Serene Stevens : Carolyn, that sounds like a great program to get a thorough look into your program. This information can be very helpful to create professional development opportunities for staff.

14:32:20 From Jenna Pettinicchi : here is a link to the book

14:32:21 From Jenna Pettinicchi : <https://www.naeyc.org/resources/pubs/books/from-survive-to-thrive>

14:32:39 From Jenna Pettinicchi : It is on the NAEYC website

14:33:07 From Carolyn Yasharian : we have a small library of articles and books

14:33:07 From Jenna Pettinicchi : here is the link to all the previous webinars for the other chapters of the book

14:33:08 From Jenna Pettinicchi : <https://earlychildhoodny.org/leadershipinitiative/>

14:34:33 From Jenna Pettinicchi : <https://earlychildhoodny.org/leadershipinitiative/survivetothrive.php>

14:35:36 From Jenna Pettinicchi : Here is a link to the Core Body of Knowledge

14:35:38 From Jenna Pettinicchi : <https://www.earlychildhood.org/pdfs/CoreBody.pdf>

14:36:59 From Angela Diaz : Thank you for all the resources

14:37:27 From Jeanine Calamusso: wonderful resources ~ thank you

14:37:28 From Serene Stevens : You’re welcome!

14:38:58 From Carolyn Yasharian : Have to ensure connection with staff even more now as so many new guidelines and mandatory procedures will take up time

14:39:09 From Chanceline Berrouet: Retaining qualify staff, salaries

14:40:32 From Serene Stevens : Carolyn, You make a great point. There is so much new information coming out. Fostering relationships will help everyone to feel more at ease as this info is being processed.

14:41:44 From Jenna Pettinicchi : here is the policy brief on coaching

14:41:45 From Jenna Pettinicchi : <https://www.earlychildhoodny.org/pdfs/Policy%20Brief%20-%20Early%20Childhood%20Institute%20-%20Coaching%20-%20201809.pdf>

14:41:55 From eva thomas : Thank you. :)

14:42:31 From Laura Meara : I have been holding zoom sessions with staff fairly regularly to discuss new protocols and cdc guidelines so they are somewhat prepared.

14:43:12 From Serene Stevens : Laura, that’s a great way to keep everyone informed and make space for questions and concerns.

14:45:03 From Kate Rossetti : My staff really didn’t like zoom meetings so we did a couple of outdoor socially distanced in person meetings too to go over all the guidelines

14:45:34 From Bethenie Robin: Remote learning

**Chat Prompt: *Is there a type of coaching you want to learn more about or begin using? Do you need to strike more of a balance between these three?***

14:45:41 From Rebecca Laird : I think that my more seasoned teachers could benefit from more cognitive coaching

14:45:45 From Carolyn Yasharian : have to know your staff and blend these approaches

14:45:58 From Kaity Kapetan: Would like to incorporate cognitive caching with more senior experienced teachers

14:46:01 From Jacqueline Europe : I would like to work on incorporate all

14:46:01 From Jillian Aguis : Instructional is a big need in my current staff

14:46:20 From Laura Meara : Cognitive coaching

14:46:25 From Melinda Barr: Cognitive coaching

14:46:30 From Sherlaine Bowman to All panelists : I would like to learn more about how to conduct cognitive coaching.

14:46:33 From Serene Stevens : Cognitive coaching is an effective way to meet teachers where they are cognitively which could greatly impact your next steps.

14:46:41 From Jenna Pettinicchi : yes, many of you are speaking about differentiating your coaching approaches depending on your staff— that is right. each person will need a different approach

14:46:57 From eva thomas : Cognitive Coaching for SEL Strategies, Technical Coaching for High Scope, CORE, etc and Instructional coaching for standards based needs in a preschool classroom.

14:46:58 From Linda Burch: cognitive

14:47:20 From Angela Diaz : I would like to implement Cognitive Coaching to encourage teachers to reflect on their teachings skills

14:47:28 From Sara Rubinstein: we do peer reviews and what I call ROUNDS. teachers have a goal or an issue with children or parents and they attend the experienced teacher in class or parent meeting and observe for 5 minutes looking for specific attention to their goal achievement.

14:47:29 From Mary Cain : I prefer Cognitive coaching but find more of a need for Instructional coaching. I try to utilize all of the above for a variety of approaches and coaching techniques

14:47:31 From Carolyn Yasharian: we had wanted to do teacher nights where take turns or collaborate on teaching a topic to staff

14:47:35 From Nadege Montes : My experiences engaging in the instructional coaching was surprising and new to the teachers I worked with. My observation is that each teacher requires a specific way to be supported when engaging in a 1:1 session.

14:47:43 From Adriane Govine: Staff respond differently to coaching and knowing your staff helps to determine which coaching is best trying to incorporate all types

14:47:52 From eva thomas : All are essential

14:47:55 From merna hughes: i would like to begin to use more technical coaching as some of my staff are older and no too savvy with manipulating the computer

14:48:15 From Carolyn Yasharian : we had wanted to do teacher nights where take turns or collaborate on teaching a topic to staff

14:48:28 From eva thomas : Depends on the need of the classroom teacher and student population.

14:48:28 From Laura Meara : We have had our Mental Health consultant provide virtual sessions to our families and staff during this covid closure.

14:49:01 From Laura Meara : I do ice breakers, games and give aways :)

14:49:10 From Serene Stevens : Merna, I notice that you see a need to implement a specific type of coaching based on a specific need. That is great way to differentiate between coaching approaches.

14:49:17 From Mercedes Flor: videotaping, discussing the video together and allowing teachers to see themselves in action works very well for in supporting and coaching staff

14:49:21 From eva thomas : Me too. They are great. :)

14:50:53 From Laura Meara : I am going to be starting (as I was part of in my last program as a teacher) an M & M committee...morale and motivation :)

14:52:38 From Jeanine Calamusso : I choose between a combination of these training methods depending on the specific needs at hand. Again, I feel as if I work so diligently to create these connections and lose great teachers who are forced to leave because they are in need of higher pay, benefits and all the “plus factors” the main building teachers receive.

**Chat Prompt: *Share strategies you have used to address confrontations, conflicts, and challenges with your staff***

14:52:39 From Noleen Noel: Mediation

14:52:45 From Serene Stevens : Laura, M & M’s! That’s creative and great!

14:52:46 From Carolyn Yasharian : pre address by going through some

14:52:49 From Nadege Montes : Having staff come to my office and having a meeting note as an agreement letter.

14:52:50 From Kate Rossetti : I’ve tried to be the neutral party and sit down with two teachers who are in conflict to facilitate conversation

14:52:51 From Angela Diaz : I listen to each part involved

14:53:04 From Adriane Govine t: listen to them and try to help them resolve their differences which are sometimes personal

14:53:51 From Laura Meara : So much fun...and it gives the staff on the committee ownership of how we are going to meet the needs and show staff their worth to the program

14:53:57 From Jaclyn Kesler: I take a personal interest in staff members and during conflicts I remain open minded and encourage staff members to speak their truth.

14:54:18 From Angela Diaz : I invite them to think how we can solve the conflict

14:54:47 From Jacqueline Europe : having a meeting with both staff members. Listen & repeat what you understand about what they are saying. If possible I go to what the handbook says. Then we discuss answers to get the problem resolved.

14:54:50 From Nixsa Singh: Never take sides, listen to both sides. Ask open ended questions to work toward a resolution.

14:55:33 From Serene Stevens : Jeanine. It is a very unfortunate cycle of our field. The need for continued advocacy is so evident. While the time may be short that you have your staff with you for one reason or another, it is so beneficial to those professionals that you take the time to foster the connections that you do. The hopes is that your leadership style will influence them wherever they go. It helps the field as a whole.

14:56:51 From Laura Meara : I like to do plus/delta worksheets giving a chance to site the positives/negatives to specific situations so the problems can be resolved to the best means possible.

14:59:01 From Jeanine Calamusso : That is what I hold in my heart. My hope is that things will change and we will be able to deepen our roots

14:59:34 From Jenna Pettinicchi : <http://nysaeyc.org/childrens-program-administrator-credential/>

14:59:38 From Amy Ortega: thank you for touching upon the CPAC topic. I have a degree in Forensic Science and Chemistry, but spent 11 years in Head Start. Management position require additional qualifications and this is one of the options I was looking at

14:59:53 From Mercedes Flor: I am currently taking cpac courses and they are amazing, I love them!

15:00:36 From Serene Stevens : Yes, Amy. Please email us if you’d like more information

15:00:55 From Jaclyn Kesler: Thank you for this helpful webinar

15:00:57 From Fortunata Cueto: tHANK YOU SO MUCH

15:01:02 From Serene Stevens : Mercedes, Thank you for sharing your feedback about CPAC!

15:01:04 From Angela Diaz : Thank you for this great webinar !

15:01:04 From Olga Pico : Thanks

15:01:04 From Beverly McArthur : Thank you!!

15:01:05 From Jeanine Calamusso : Thank you so very much for all your guidance ~ stay safe all

15:01:08 From Adriane Govine: thank you for this webinar. It was very informational and gave great ideas to better my position as a director

15:01:08 From Kate Rossetti : The CPAC classes are a great resource

15:01:13 From Nadege Montes : Thank you

15:01:18 From Anastasia Papadopoulos: thank you

15:01:21 From Jylynthia Cambridge: thank you

15:01:22 From Carolyn Yasharian : ty

15:01:24 From eva thomas : Thank you. Awesome job. :)

15:01:26 From Elizabeth O'Hara to All panelists : thank you!!!

15:01:28 From Laura Meara : Thank you for all the great information shared and links to resources.

15:01:29 From Jacqueline Europe : The info was needed

15:01:32 From Serene Stevens : Thank You All!!

15:01:34 From Kate Rossetti : Thank you, great topics!

15:01:35 From Leslie Santizo: Thanks

15:01:38 From Jillian Aguis : Thank you for today!

15:01:38 From Gisele Josme : Gisele great webinar thanks

15:01:38 From Craig Schatten: This was amazing. Thank you!

15:01:42 From Nixsa Singh: Thank You!

15:01:46 From Vanessa Caltabiano: Thank you!

15:01:49 From Janet McIntosh: Thank you

15:01:52 From Amy Ortega: thank you so much!!!!

15:02:06 From Lori Falchi to All panelists : Much appreciated—thanks, Jenna, Serene, and Steve!

15:02:08 From elicia alcocks: do you get a certificate for today

15:02:08 From Denise Fairman : Enjoy the rest of your week! Bye, bye.

15:02:09 From Geeta Latchman to All panelists : From Geeta Latchman thank you

15:02:11 From Nadege Montes : I appreciate the time

15:02:11 From Kasia Kaim-Goncalves : Thank you

15:02:18 From Serene Stevens : Thank you!

15:02:20 From eva thomas : You too.

15:02:21 From Althea Rudder Althea Rudder : Thank you.

15:02:24 From monique gabriele: thank you.

15:02:28 From Mary Cain : Thank you, this was a nice interactive experience. I also appreciate the time frame was considered and kept to one hour

15:02:29 From Yessenia Rosario-Adon: Thank you

15:02:35 From Amy Ortega: I look forward to rewatching the recording! thank you!

15:02:47 From Fortunata Cueto: DO you offer certificate for this Thank you

15:02:49 From Carmen Hernandez to All panelists : thanks

15:03:01 From Linda Burch to All panelists : I would like handouts related to Survive to Thrive

15:03:01 From Jenna Pettinicchi : Yes this will be put into Aspire and certificates will be available in Aspire

15:03:11 From Jillian Aguis : Thank you for keeping it interactive, hearing others' ideas and concerns was very helpful and creates a bigger community of leaders.

15:03:24 From Robin Saunders: Thank you .This training was very informative.

15:03:29 From Yolanda Miguel : thanks a lot for all that value information

15:03:30 From Fortunata Cueto: Okay looking forward for more webinars with you

15:03:37 From Jenna Pettinicchi : Thanks Jillian! Happy to share everyone’s voice

15:03:39 From Robin Saunders to All panelists : Take Care and Be Safe

15:04:01 From Jenna Pettinicchi : Bye everyone!