

Tuning Protocol Process

Purpose: Leaders seek feedback from their peers on any problems or issues within their school. The process allows the project leader to gather ideas and reflect so they can **tune the project's** future direction and implementation. The protocol outlines a process for the structured discussion with allocated roles:

- **Lead Principal:** Provides an overview of role, initiatives, successes and areas for improvement
- **Facilitator:** Chairperson, facilitator of the protocol and group participant
- **Group Participants:** from like schools: High & Central, Larger Primary and Small Schools

Process: Time 40mins

1. Protocol Process Overview (2 mins)

Facilitator indicates they are the facilitator and introduces the project leader.

2. Overview of Project: (10 mins)

Project Leader provides a verbal overview based of role, initiatives, successes and areas for improvement. They provide the context of the project that has led to where they are now highlighting major issues, concerns or successes they have had. Then the project leader frames the a **key question** for discussion by the group for example:

- What do you see as are the strengths/ challenges for the project in the future and what could push our thinking from this point?
- What strategies could we employ to kick start the next phase of the project?
- What do you think have been the key elements of the success of the project and how could we make these sustainable?

3. Clarifying Questions: (3 mins)

Group Participants ask clarifying questions of the **Project Leader**. Questions evoke brief factual answers. E.g. **How many...? Do all...? When did you...?**

4. Probing Questions: (8 mins)

Group Participants ask probing questions of the **Project Leader**. Questions should be open-ended and worded so the project leader *clarifies, deepens and expands their thinking about the project*. The goal is for the project leader to reflect deeply about the project and its implications for their future work.

E.g. **Can you tell us more about.....? How did you decide.....? Where would you like to be by.....?**

Project Leader responds to questions, but there is no discussion around the responses by the larger group. **Group Participants** continue to ask questions, focusing on the **key question**.

5. Pause for Reflection: (2 min)

Group Participants silently reflect on potential warm and cool feedback about the **project**.

Warm feedback- e.g. **I think the strength of.....is..... because of the strategy that addresses.....**

Cool feedback -e.g. **I wonder if the project could benefit from a change in approach to.....so that.....by.....**

6. Warm and Cool Feedback (8 mins)

Group Participants provide feedback on the strengths, challenges and possible ideas for the future. Feedback is helpful, honest and specific. **Facilitator** manages feedback timing to ensure all participants have opportunity to participate. **Project Leader** is a passive observer and may take notes. What did I hear? What didn't I hear that I would like to learn more about?

7. Response: (5 mins)

Project Leader responds to the discussion. This can also include questions.

8. Conclusion and Group Debrief (2 min)**Facilitator** thanks the project leader and group participants and sums up process