S.T.E.P.S. 1: Build Skills
(Strategic Tools for Excellent Problem Solving)

Our flagship workshop helps education leaders build essential skills in collaborative problem solving and decision making. Participants learn practical, systematic methodologies to effectively resolve a school or district’s toughest issues.

TregoED S.T.E.P.S. 1 workshop features

- Skill building in four research-based, data-driven analytic processes
- Activities to build practical skills—not just conceptual understanding
- Flexible scheduling—typically two, two-day segments
- Education-related case studies and job-embedded issues
- Experienced facilitators—feedback and follow-on support

Target Audience

- Current or aspiring school or district leaders

Return on Investment

Use of these skills on critical district issues results in:

- Enhanced teamwork and communication
- Increased transparency and trust
- Better decisions with stakeholder commitment and buy-in
- Smoother implementation of decisions and initiatives
- Earlier recognition and resolution of problems
- Skillful use of data—gathering, organizing, and analyzing—to identify and address tough issues
- Resolution of conflict in emotionally-charged situations
- Recommendations that are compelling, data-based, and more likely to be approved

“TregoED’s engaging workshops include authentic case work and job-embedded application time so you can immediately experience the collaborative nature of TregoED processes and grasp the benefits of defensible and transparent decision making and problem solving for the entire educational community.”

Rydell Harrison, Ed.D., Superintendent Watertown Public Schools
**Building S.T.E.P.S. Capability**

### The Four TregoED Analytic Processes

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<th>Process</th>
<th>Purpose</th>
<th>Description</th>
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| Situation Appraisal      | Addressing complex situations| Helps leaders clarify, prioritize and determine next steps for key components of complex issues. Facilitates involvement of stakeholders and shared understanding for moving forward. | • Conflict resolution  
• Airing stakeholder concerns  
• Preparing for a new initiative  
• Examining multi-faceted issues |
| Decision Analysis        | Making decisions or choices  | Helps leaders make effective choices characterized by clarity, transparency, and stakeholder involvement. | • High-visibility, high-impact choices (e.g., facilities, budget, programs, etc.)  
• Providing transparent record and rationale for controversial decisions  
• Key operational decisions (vendor selection, hiring, etc.)  
• Making clear, compelling recommendations |
| Potential Problem Analysis| Preventing or minimizing future problems | Helps leaders anticipate and protect against potential problems, maximizing the likelihood that change will bring desired results. | • Implementing new programs, changes and initiatives  
• Preparing for a significant event  
• Planning how to achieve goals |
| Problem Analysis         | Finding root cause when expectations are not met | Helps leaders find true cause by identifying, organizing and analyzing relevant data. Avoids ineffective action by first ruling out improbable causes. | • Student achievement discrepancies (by sub-group, subject, grade level, etc.)  
• Key school climate disparities (e.g., absenteeism, disciplinary referrals, etc.)  
• Diffusing emotions on controversial problems |

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**Who we are**

For over 25 years, TregoED has helped build the decision-making and problem-solving capacity of education leaders. TregoED’s proven analytic processes are based on Kepner-Tregoe’s pioneering research used by organizations and Fortune 1000 companies around the world. These process tools are the essential first step to building leadership capacity and improving student outcomes.