

# From Resistance to Results

## *Dealing with Divisive Issues*

Being a school or district leader means facing issues fraught with conflict. There is never a shortage of these, e.g.: school closures, bond referendums, cultural responsiveness, school safety, curriculum concerns, etc. These types of issues come with the territory. How they are handled may mean the difference between moving forward productively or remaining mired in persistent conflict.

### We can help you navigate these tricky truths:

- Conflict that is insufficiently unaddressed can derail not only current plans but future ones as well
- Taking sides too early increases polarization—there is a need to find common ground
- Letting people vent allows you to learn
- People are unable to listen until they have been heard
- People who do not feel heard become more frustrated and entrenched
- Insufficient involvement often produces sub-optimal solutions and persistent resistance
- Sometimes doing the right thing is unpopular
- The best solutions incorporate multiple perspectives
- Perfect solutions do not exist—but good ones are possible

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A divisive issue is one that *“causes great and sometimes unfriendly disagreement within a group of people.”*

(Cambridge Dictionary)

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### The TregoED Approach to Divisive Issues

TregoED has almost three decades of experience helping districts navigate some of their toughest and most divisive issues. TregoED analytic process provides the framework to make reasoned, defensible decisions using stakeholder input and data.

# Resistance to Results

## Dealing with Divisive Issues

Our approach to divisive issues includes:



### Benefits of Our Approach

- Objective, skilled facilitator to guide the process
- A shared approach which increases transparency, validity, and buy-in
- Allows you and your leaders to be part of the process versus on the defensive
- Ensures substantive stakeholder input
- Defensible conclusions and solutions with clear rationale and talking points
- Proactive communication plans that speak to stakeholder issues
- Effective use of time and resources
- Learn an approach transferable to other issues

“TregoED processes ensure potentially divisive issues are approached with transparency, objectivity and the appropriate involvement of stakeholders. When the approach is sound, communications and implementation go more smoothly.”

Allan J. Mucerino, Superintendent  
Alvord Unified School District (CA)

### 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.