



Introducing the IEP Team Relationship Reset

Starting a conversation around what to do
when the issues are not the main “issue”

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Objectives:

Describe

Briefly describe the concept and goals of an IEP Team Relationship Reset.



Understand

Understand some of the signs to look for that suggest an IEP team relationship reset might be needed.



Identify

Identify useful tools, techniques and strategies that might be used in implementing a team reset.

What is an IEP Team Relationship Reset?



The IEP Team Relationship Reset is intended to be a proactive, intentional, strategic intervention designed to restore a more positive interaction among team members with the goal of improving communication and increasing collaboration.

The IEP Team Relationship Reset

Concept and Goals

Proactive (vs. reactive)

Intentional (doesn't happen on its own)

Strategic (involving a plan of action)

Intervention (someone must initiate)

Positive interaction (from negative to more positive)

Improving communication (communication that leads to greater understanding)

Increasing collaboration (working together to get the results the team wants and needs)

When is it time for an IEP Team Reset?

Some early indicators

- When it seems like the team is constantly stuck and can't move forward with making decisions.
- When all the focus and energy is on the adults in the room instead of the student being served.
- When participants feel like they aren't being heard and are not a real part of the team (i.e., meaningful participation by parents).
- When the parents don't think the district members really care about the student.
- When district members don't like the parents because they think they have unrealistic expectations and/or their own professional competency is being questioned.

When is it time for an IEP Team Reset?

Some early indicators cont.

- When team members can't listen to what other members are saying because of the feelings they have toward each other. (reactive devaluation)
- When the conversation is all in the rear-view mirror - looking back at the past.
- When you know there's an elephant in the room and yet no one will address the real issue(s).
- When it seems more and more like the team is about "us" and "them" instead of "we."
- When you're ready to give up on the team and the whole process!



TEAM =

**Together
Engaging in
A
Mission**

**“COMING TOGETHER IS A BEGINNING;
KEEPING TOGETHER IS PROGRESS;
WORKING TOGETHER IS SUCCESS.”**

- Henry Ford

What might an IEP Team Reset look like?

Some useful tools, techniques and strategies





OFFERING AN APOLOGY WHEN NEEDED



**CONTRASTING TO CLEAR UP MISUNDERSTANDINGS (USING A
DON'T/DO STATEMENT)**



MAINTAINING OR REBUILDING MUTUAL RESPECT

Respect Quotes

“People don’t care how much you know until they know how much you care.”

John Maxwell

“Everyone longs to be heard. That’s why really listening to others may be the greatest way we demonstrate that we care.”

Unknown quote

Respect is like air...

“Respect is like air: You don’t notice it until it’s not there--and then it’s all you notice.”

Crucial Conversations for Mastering Dialogue



REFRAMING TO SHIFT THE FOCUS FROM BEING ON THE
ADULTS TO BEING ON THE STUDENT WE ARE SERVING



REFRAMING TO SHIFT THE FOCUS FROM BEING ON THE PAST
TO BEING ON THE FUTURE



REAFFIRMING THAT WE ARE ON THE SAME TEAM
(ALLIES VS. ADVERSARIES)



LEARN TO LOOK FOR SIGNS THAT TEAM MEMBERS ARE NOT
FEELING COMFORTABLE SHARING DURING MEETINGS AND
REBUILD SAFETY WHEN NEEDED



DEVELOP A PLAN FOR BETTER COMMUNICATION BETWEEN SCHOOL AND PARENTS



IF A FACILITATOR IS PRESENT, THEY MIGHT CALL FOR A SHORT
BREAK AND POSSIBLY MEET SEPARATELY WITH THE SCHOOL
PERSONNEL AND PARENTS/ADVOCATES



CALLING A COOLING OFF PERIOD BEFORE RECONVENING THE
TEAM AND POSSIBLY SUGGESTING IEP FACILITATION FOR THE
NEXT MEETING

Where to Begin?

Conversation Starter Questions



- What experiences have you had in being part of an IEP team where collaboration was being thwarted because of the interaction between members?
- Which of the tools mentioned do you think might have been effective in helping to reset relationships on the team?
- What strategies have you found in your experience to be effective in helping to improve communication during meetings?
- How might a facilitator be helpful in effectuating a team relationship reset?
- What long-term strategies might be helpful in effectuating a team relationship reset?
- Where can we start having this conversation? (i.e., district level, state level, stakeholder organizations, other)

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Thank you for attending this session. Feel free to reach out to me with any ideas, suggestions or experiences you've had as we continue the conversation.

