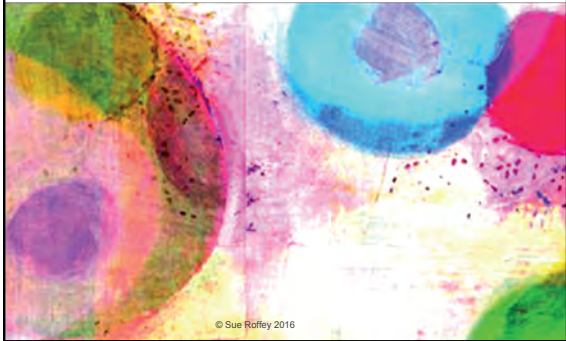

 THE MAGIC OF MICRO – MOMENTS
SUE ROFFEY



© Sue Roffey 2016

 ACKNOWLEDGEMENT
TEACHERS TURN LIVES AROUND


- Teachers are often judged by student academic outcomes
- Few acknowledge just how much difference teachers often make in the lives of their students
- Whatever a young person brings with them is either modified or exacerbated by what happens at school
- Teachers can be the one person in a young person's life who believes they are worthwhile and lets them know.
- (not measured, often not valued but absolutely invaluable)

© Sue Roffey 2016

 WHAT WORKS PROGRAM


- You can't have a partnership without a relationship
- And you can't have a relationship without a conversation

© Sue Roffey 2016

 **IN-SCHOOL RELATIONSHIPS**


- Teacher-student
- Teacher-class
- Peer relationships
- Home-school
- Leadership team and staff
- Collegial relationships

© Sue Roffey 2016

 **THE ECOLOGY OF WELLBEING**


- School culture is not static – it is alive and ecological
- What happens in one part of the school impacts on what happens elsewhere in an interactive, nested and chronological model
- Conversations create culture
- How people talk about students and families in the staffroom affects perspectives, beliefs and actions
- How school leaders operate is critical to the relational energy and motivation of staff
- The way teachers interact impacts on how peers relate
- It makes sense to promote the positive

© Sue Roffey 2016

 **A TEACHER RETURNING...**


○ *The teachers here really feel supported, cared about, looked after and valued, and that translates over into the classroom ... I'm just blown away by how kind the teachers are to students here ... that's just a follow-on of the whole culture ... everyone on the same side - the staff are supportive of each other, and that carries across into the classroom ...*

© Sue Roffey 2016

 **A TOXIC ENVIRONMENT**

- Ignoring the culture of your school is like letting the water in your aquarium get dirty!
- Creatures might thrash about but nothing really thrives


© Sue Roffley 2016

 **WHAT HAPPENS IN A TOXIC ENVIRONMENT**

- Dominant negative voices
- Both subtle and overt bullying behaviours – intimidation
- Silence and silent collusion
- Bad mouthing
- Labelling, blaming and scapegoating
- Cliques – in-crowds and losers
- Battles for power - competition rather than collaboration
- Focus on rules rather than relationships

○

© Sue Roffley 2016

 **THE OPPOSITE OF A TOXIC ENVIRONMENT IS ONE WITH HIGH SOCIAL CAPITAL**

- One definition of high social capital is the quality of relationships - can be within an organisation, community, family or school
- Positive psychologist Jane Dutton refers to high quality connections – relational micro-moments that promote trust and respect and enable people to reach mutually agreed goals
- They enable people to be more emotionally expressive and communicate more openly
- They enable resolution of difference and are more flexible and responsive
- They have a strange dual effect...

© Sue Roffley 2016

**SO HOW DO YOU BUILD SOCIAL CAPITAL?
THE ASPIRE PRINCIPLES**

- AGENCY
- SAFETY
- POSITIVITY
- INCLUSION
- RESPECT
- EQUALITY
- Not stand alone but interactive



© Sue Roffey 2016

THE MICRO MOMENTS OF SOCIAL CAPITAL


- High social capital exists in high quality connections – relational micro-moments (Jane Dutton)
- These promote trust and respect and enable people to reach mutually agreed goals
- These have a strange dual impact of allowing people to be both more vulnerable and more resilient
- They enable resolution of difference and are more flexible and responsive

© Sue Roffey 2016

THE MAGIC OF THE MICRO-MOMENTS CAN TRANSFORM CULTURE


- Anticipation of positivity
- Fulfilment of joint enterprise
- Energising
- Companionable
- Uplifting
- Fun
- Satisfaction
- Appreciation

© Sue Roffey 2016

 **GOING WALKIES**

- WELCOME: the critical impact of what happens when you first arrive that makes you feel your presence matters
- ACKNOWLEDGEMENT: Noticing, words of thanks, not being taken for granted
- LISTENING: Not reading minds but asking good questions and listening to the answers
- KINDNESS: The research says it benefits the giver as much as the receiver

© Sue Roffey 2016

 **MORE WALKIES**

- INVITATION & INCLUSION: making people feel their voice and presence matters – making room, asking an opinion, social events
- ENTHUSIASM: Giving credit with active constructive responding
- SMILING and SILENCES
- (a blog on what NOT to say! <http://bit.ly/2c4kthG>)

© Sue Roffey 2016

 **MORE INFORMATION**

- www.sueroffey.com
- www.circlesolutionsnetwork.com
- www.growinggreatschools.co.uk

© Sue Roffey 2016
