

Service Leaders

Wednesday, January 18th, 2017




Igniting Hearts and Minds in TDSB

“There is a vast difference between knowing the right thing to do, and actually doing the right thing”

Thomas Schilling
Economic Theorist
Nobel Prize Winner



Our purpose for today:


- Understanding, clarifying our Vision for Learning and Service in TDSB
 - Emphasizing our commitment to Equity, School Improvement and Service Excellence
 - Gaining insights from our leaders in a spirit of shared leadership
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**Service Excellence – Unwavering
Focus on Student Achievement
and Well-being**



Our Vision for Learning and Service

Transforming our Learning Culture

- Shared Leadership
 - Academic Optimism
 - Collaborative Inquiry
 - Responsiveness
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Service Excellence

What is our approach?

The Service Excellence initiative will be rolled out in stages and will involve collaboration and consultations with a broad range of stakeholders.

It is a long-term, but worthy goal. Think of it as being part of a commitment to continuously improve service. We imagine the approach as two-tiered, comprised of quick starts and deeper improvements.

The quick starts address areas where changes can be implemented right away.

The deeper improvements will take longer and will focus on revitalizing our service delivery model so that it is more client-focused, responsive and efficient.

Who are our clients?

A client is anyone who receives a service.

At the TDSB, our clients are everywhere, both inside and outside the organization, and we are all interdependent:



The central business and operations areas serve a vital client: schools. But they are also clients of one another. How they serve schools is a reflection of how they support each other.

Collaborative Professionalism in Every School and Department (PPM 159)

- Values All Voices
- Fosters Trusting Environments
- Recognizes Formal and Informal Leadership

The Importance of Internal Accountability

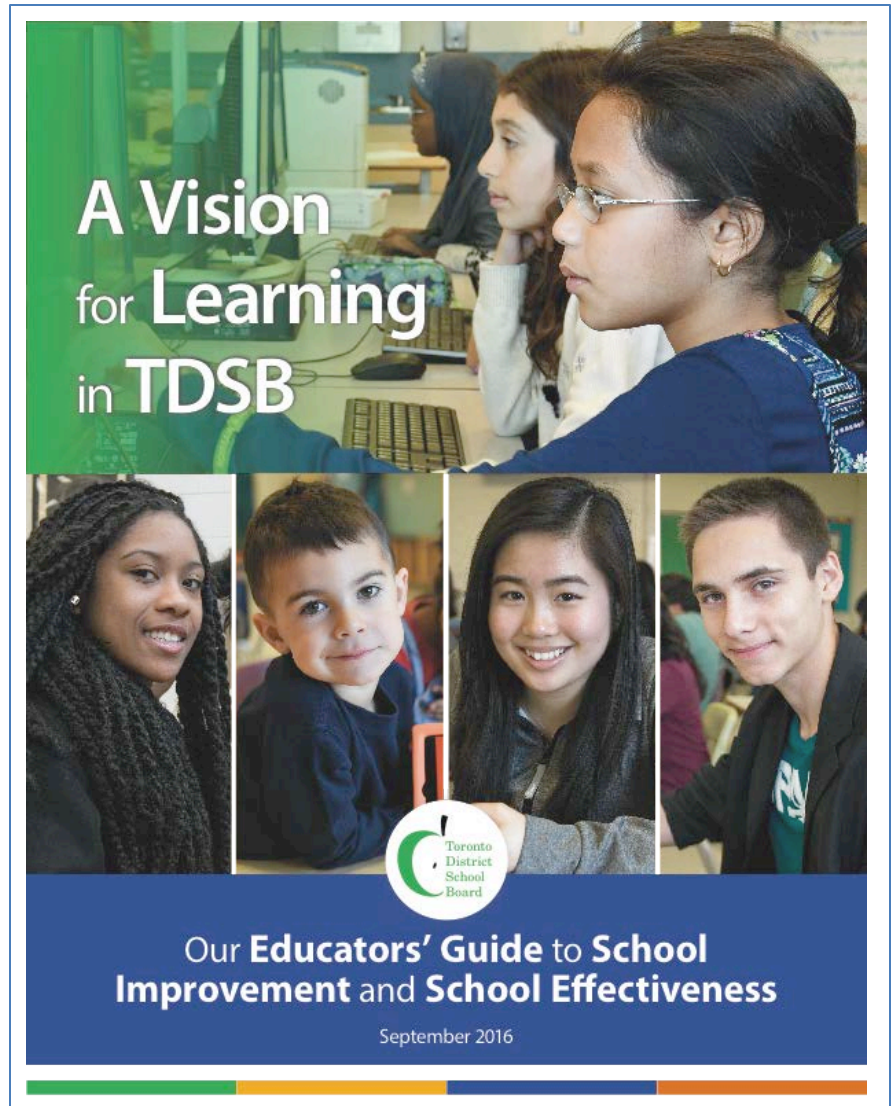
“Individuals and groups willingly take on personal, professional, and collective responsibility for continuous improvement and success for all students”

Richard Elmore

School Reform from the Inside Out

2004

A Vision for Learning in TDSB



Learning Centre Strategy



Learning Centres



January 2017

Our Path Towards Enhanced Equity in the TDSB

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The Integrated Equity Framework

January 2017




Service Excellence



Toronto District School Board
Service Excellence



Our Leadership Capacity Plan in TDSB

- Part of our Integrated Equity Framework
 - What do we all need to learn?
 - What learning should be differentiated?
 - How do we support teacher leaders?
 - What should be part of formal leadership development opportunities?
 - Aspiring Leaders
 - New Leaders
 - Experienced Leaders
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**How will we engage in dialogue
across TDSB that Ignites Hearts and
Minds?**



Bias, Barriers, Power
Voice – Especially our Students!



Relationships are Paramount

Culture is Key

**Service and Responsiveness is our
Priority**

**Confronting Bias and Removing
Barriers is our Commitment.**



Thank you!





Let me know what you think!! @malloy_john