

# Pierce College Leadership Retreat

Mission College – Arroyo Room (seated rounds)

August 21, 2017 | 8:30am-3:00pm

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**Theme: Chutes and Ladders**

**Outcomes/Focus: An interactive, engaging, energetic day spent with colleagues, learning together about how we lead and facilitate student success, as students are at the center of everything we do.**

**8:30am      25 min      Breakfast**

**8:55am      5 min      Welcome: Sheri Berger: Students at the Center**

**9:00am      30 min      Building Teams at Tables**

Emotion Photos

- From the group of photos on the table, which one represents you this morning?
- Select and share with the group, while doing introductions.

What do you want from today?

- You are in control of what you get out of today. What is one thing you want to get from today?
- Examples: Have one interesting conversation. Learn something that I can immediately take and use. Stay engaged. Stay awake! Don't check my email constantly. Have fun. Be fascinated. Have a tasty lunch. Be willing to share from my own experiences.
- Pair share.

**9:30am      20 min      Reflection and Pair Share**

Personal Reflection upon your own journeys as you entered their education and/or career paths.

- Provide table prompts that get people thinking and free writing.
- Pair share.

**9:50am      55 min      Ideation Process with Case Studies Part 1 - Wendy**

Using case studies informed by sample equity data, groups will work to generate understanding of the student's situation and then develop interventions and solutions that can contribute to the student's success.

Part 1:

- Review case study

- Complete student profile, address questions
- Create display for Gallery walk

**10:45am**      **15 min**      **Break**

**11:00am**      **60 min**      **Ideation Process with Case Studies Part 2 - Wendy**

Part 2:

- Gallery walk
- Discussion and develop themes
- Create action steps

**Noon**      **60 min**      **Lunch**

**1:00pm**      **90 min**      **Anatomy of a Complaint and The Cure for Complaining - Wendy**

Receiving and Addressing Complaints

- Tables generate common complaints they receive and how they are typically handled
- Work through Anatomy of a Complaint and The Cure for Complaining
- Revisit common complaints, reflecting on how they will approach them in light of the discussion
- Consider the complaint in the context of what your student case study from the morning would bring to that complaint

**2:30pm**      **20 min**      **Reflection: Your Path in Life**

- Reflect on your life journey as shared earlier and at what points you can/can't relate to our students based on what was brought up today.
- How will you play your role in their journey? Will you create ladders and remove chutes? How?
- Pair share

**2:50pm**      **10 min**      **Wrap Up and Assessment**

**3:00pm**      **End of Day**