

INVEST WHERE IT MATTERS:

PEOPLE → PROCESS → PROGRESS

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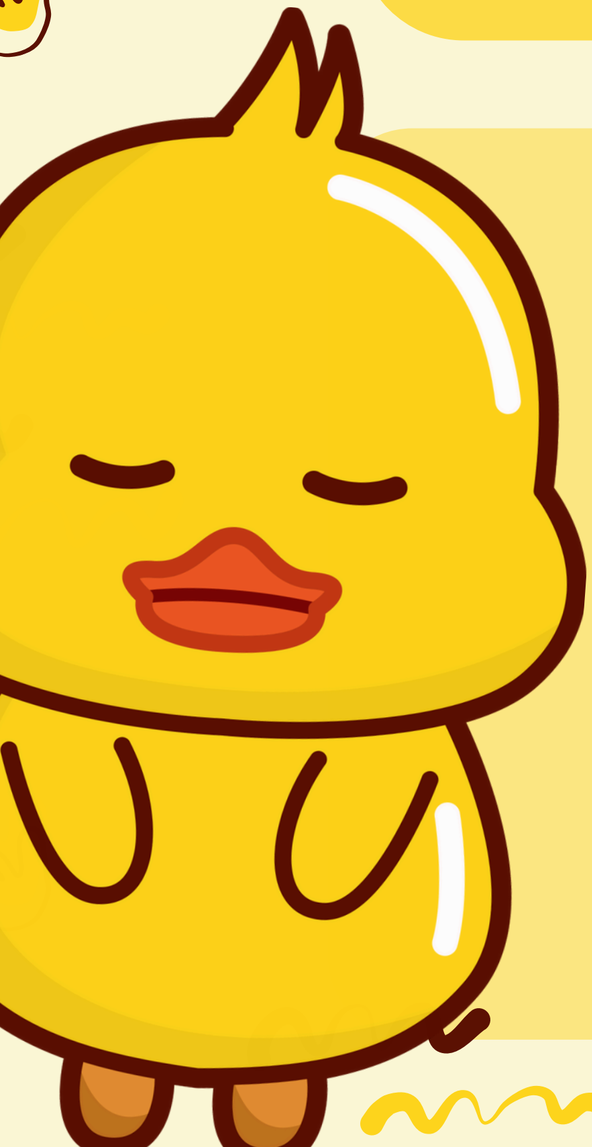
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OBJECTIVES



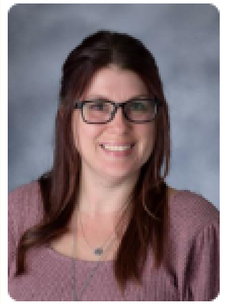
- Understand why relationships are a key to success when supported
- Learn how to operationalize care through intentional processes
- See how people + process + technology work together
- Leave with practical strategies you can apply immediately

WHY DUCKS?



- highly social, flock-oriented animals
- prefer being together for safety, emotional comfort, and survival
- groups (paddling) helps them detect predators, reduces individual stress, and prevents loneliness
- use social bonds to communicate

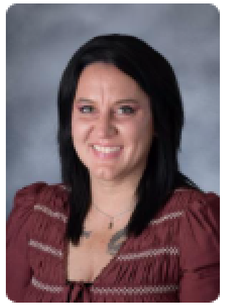
OUR FLOCK



Tiffany Briggs



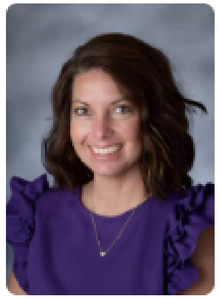
Edie Calhoon



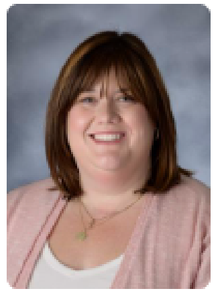
Tiffani Dyer



Jennifer Evans



Rochelle Graddy



Heather Potter



Jeff Levy, Ed.D.

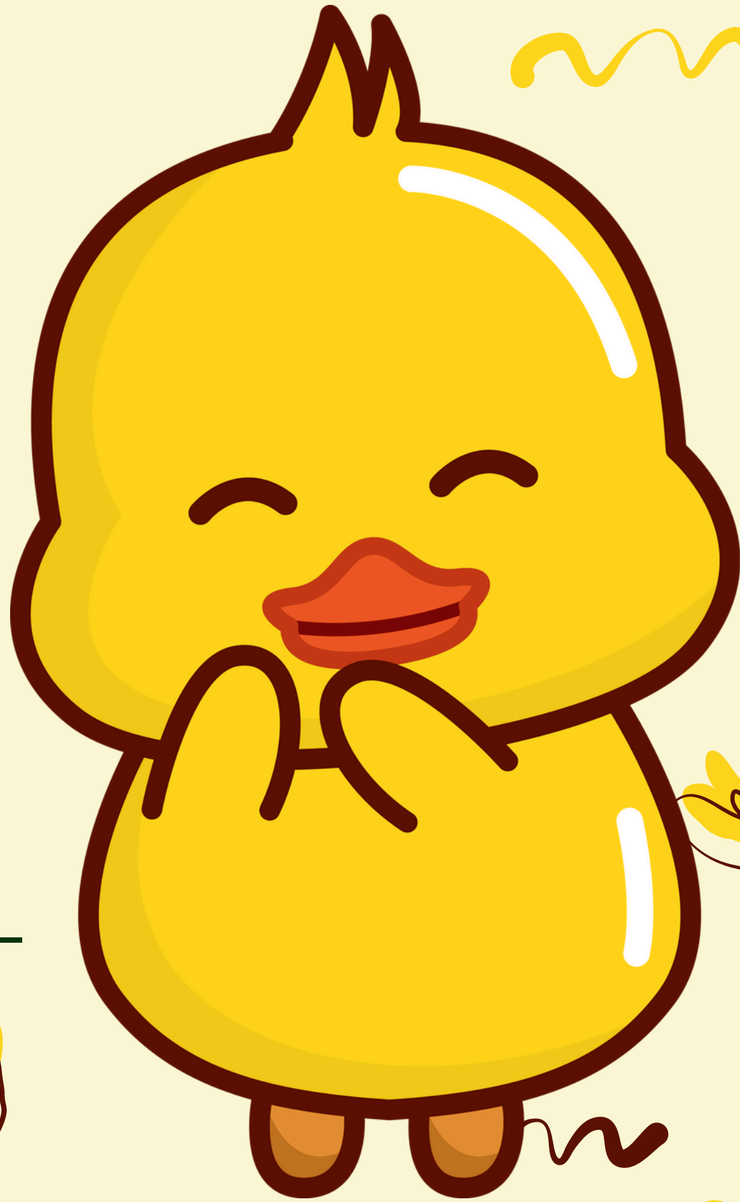
WE ALL CARE

You care deeply about people.

Educators don’t need to be convinced to care.

Relationships matter.

We show up for students, families, and colleagues—
often at personal cost.

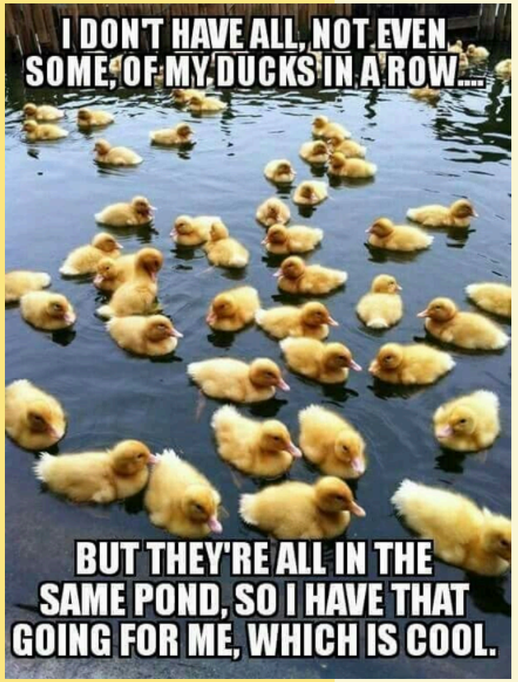


CARING MUST BE SUPPORTED



When care lives only in people, it creates:

- burnout for those who are always “the fixer”
- inconsistency for families
- frustration for staff who just want clarity



When systems are unclear, the most caring people carry the heaviest load.

THE REALITY CHECK



What happens when care isn’t operationalized?

- Staff rely on “who you know.”
- Information lives in people’s heads
- Processes vary by building
- Leaders become bottlenecks
- People think staff are lazy
- Staff seem resistant to change

MORE REALITY



The issue is:

processes that rely on memory

workflows that vary by building

technology used as a gatekeeper instead of a support

PEOPLE FIRST—BUT NOT PEOPLE ALONE

Mindset shift

From: “Our people will figure it out.”

To: “Our systems should support our people.”



COACHING OVER COMPLIANCE

What we focused on:

- Training with purpose, not checklists
- Coaching in real workflows
- Creating safe spaces for questions

Stop asking:

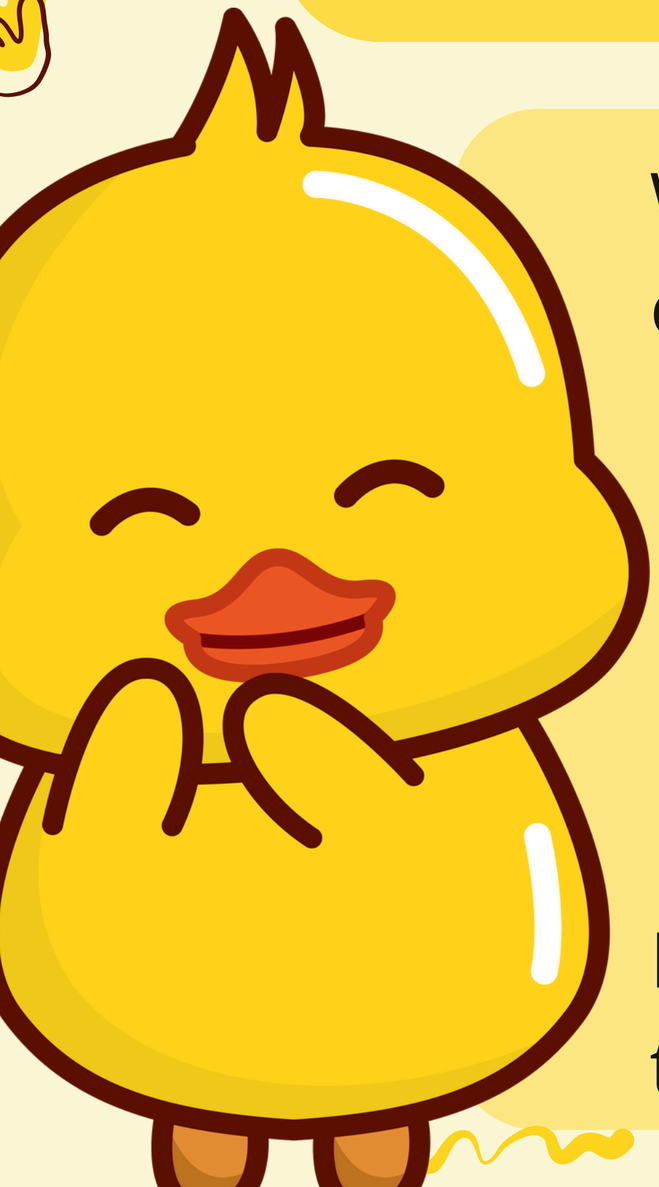
‘Did you do it right?’

Start asking:

‘Did the system make it easy to do it right?’”



EMPOWERMENT THROUGH CLARITY

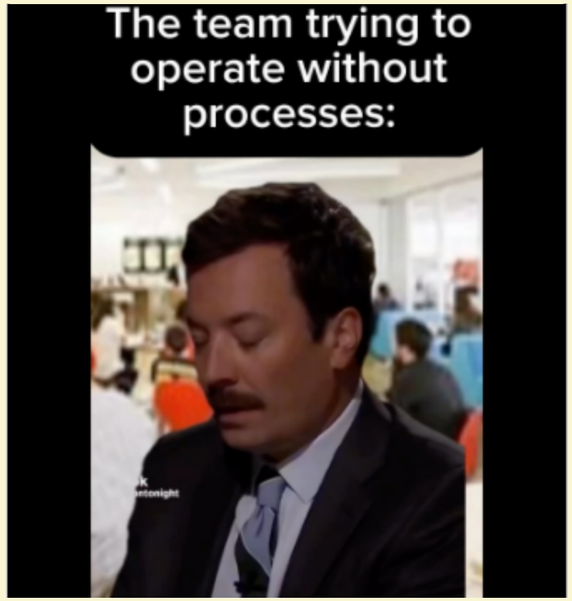


What staff asked for (even if they didn’t say it out loud):

- Clear expectations
- Reliable data
- Fewer workarounds
- Consistency across buildings

People feel valued when systems respect their time.

WHY PROCESS MATTERS



Without clear processes:

- Consistency is lost
- Transparency disappears
- Trust erodes



FROM ASSUMPTIONS TO SHARED UNDERSTANDING



Before

- That’s how we’ve always done it
- Manual tracking
- Inconsistent workflows

After

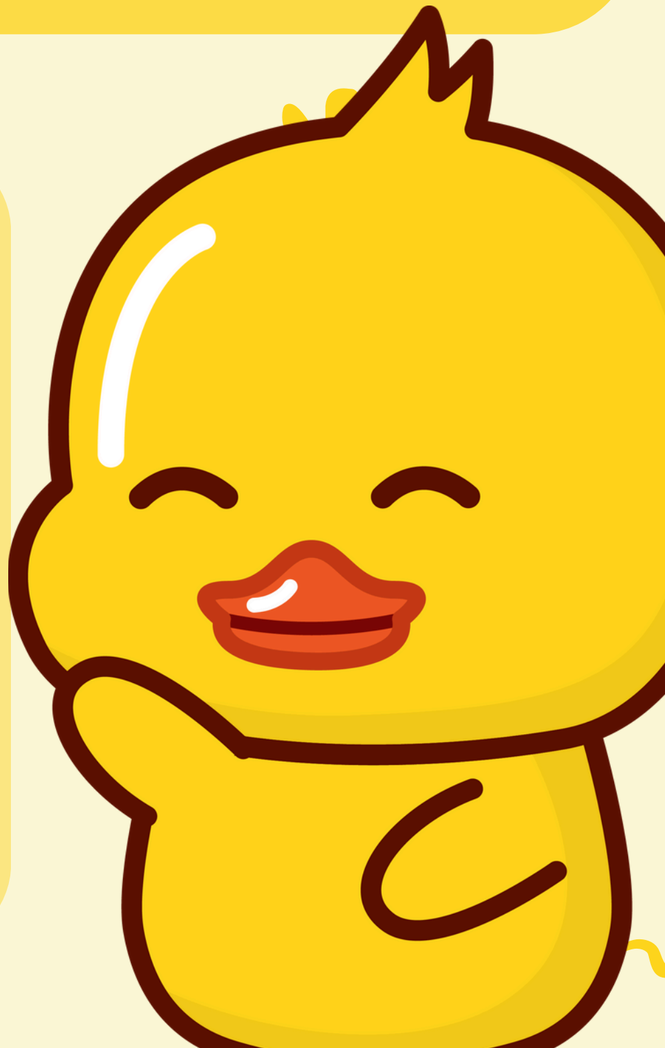
- Documented processes
- Shared ownership
- Visibility for everyone

QMLATIV AS A PROCESS TOOL (NOT JUST SOFTWARE)

How Skyward Qmlativ helped

- Centralized information
- Standardized workflows
- Reduced duplicate entry
- Increased confidence in data

“Qmlativ didn’t fix our problems— it revealed where we needed better processes and included tools to address those processes.”



WHAT PROGRESS ACTUALLY LOOKED LIKE

Not just better reports—but better outcomes

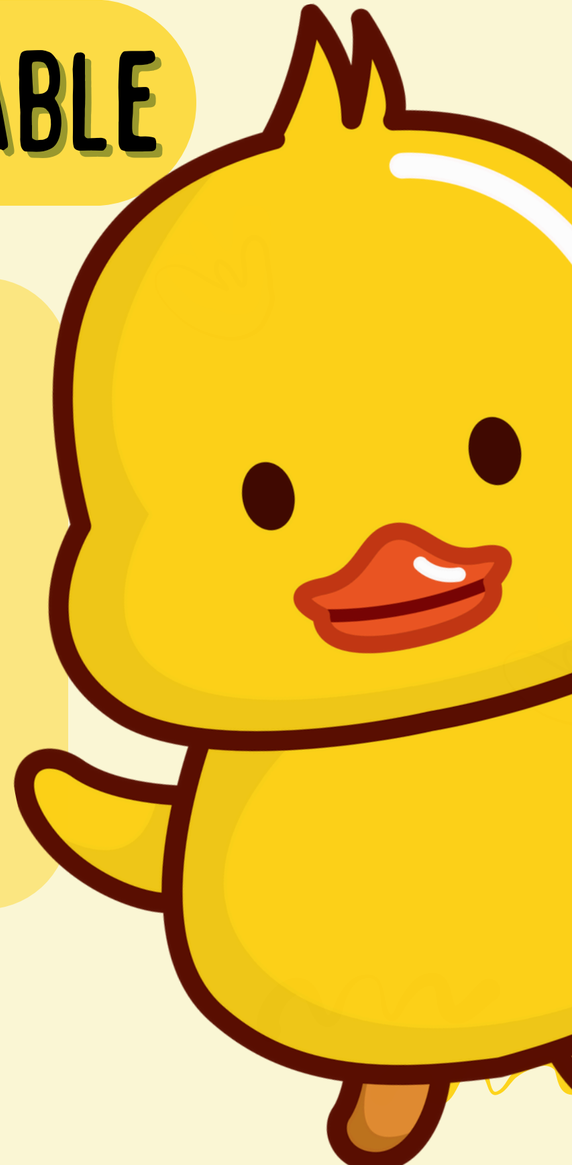
- Faster decision-making
- Fewer errors
- More consistent experiences for staff
- Staff confidence increased



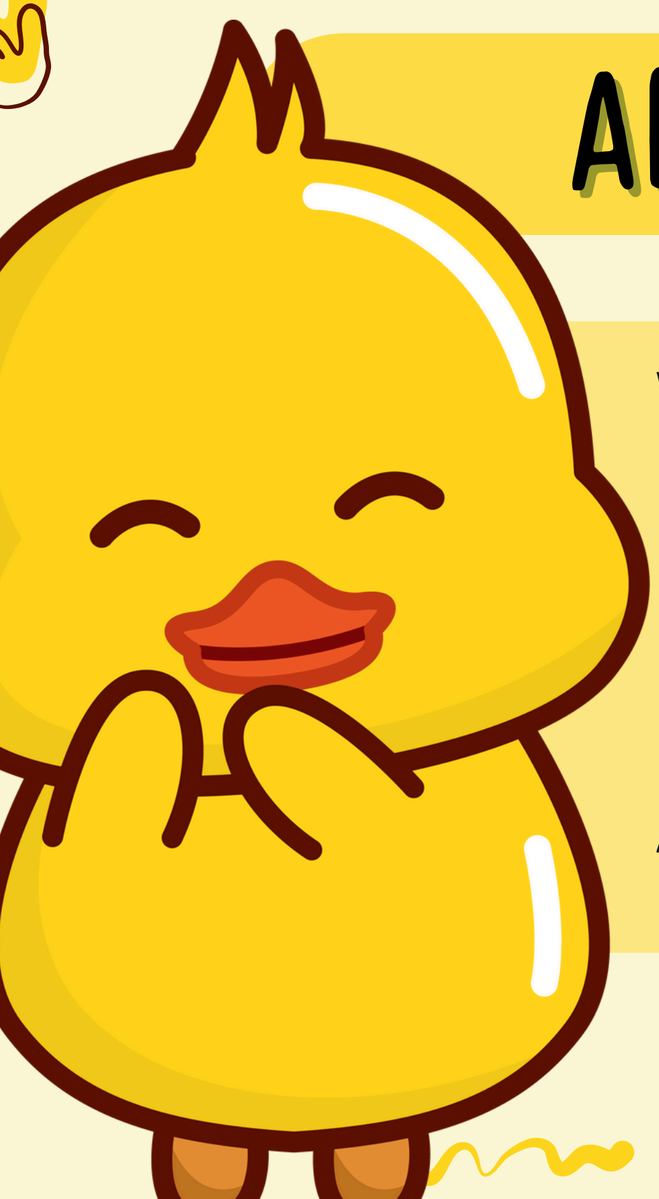
TRUST GROWS WHEN SYSTEMS ARE PREDICTABLE

Results we didn’t expect—but welcomed

- Fewer “emergency” questions
- Less email traffic
- More proactive problem-solving
- Stronger cross-department collaboration



ADOPTION FOLLOWS TRUST



Why staff embraced Qmlativ

- They saw why, not just how
- Processes made sense
- Leadership modeled use
- Feedback loops mattered

“People don’t resist change. They resist chaos.”

THE ALIGNMENT CHECK

People

- Who is carrying unnecessary cognitive load?
- Where are individuals compensating for unclear systems?
- Whose time and energy are being overused to keep things running?

Process

- Where does inconsistency create frustration?
- Which processes depend too heavily on specific people

Progress

- What data do you wish you trusted more?
- What information do teams seek but struggle to access?



MOVES YOU CAN MAKE NEXT MONTH

Map one workflow that creates friction

- Choose a process staff complain about quietly (not the loud one).

Identify one place where tribal knowledge still lives

- If someone leaves tomorrow, what breaks?

Audit one SIS workflow for duplication

- Where are staff entering the same data twice—or in two systems?



MOVES YOU CAN MAKE NEXT MONTH

Replace one manual workaround with a documented process.

- If staff say, “What we usually do is…,” that’s a signal.

Pick one report or dashboard to reframe as supportive insight.

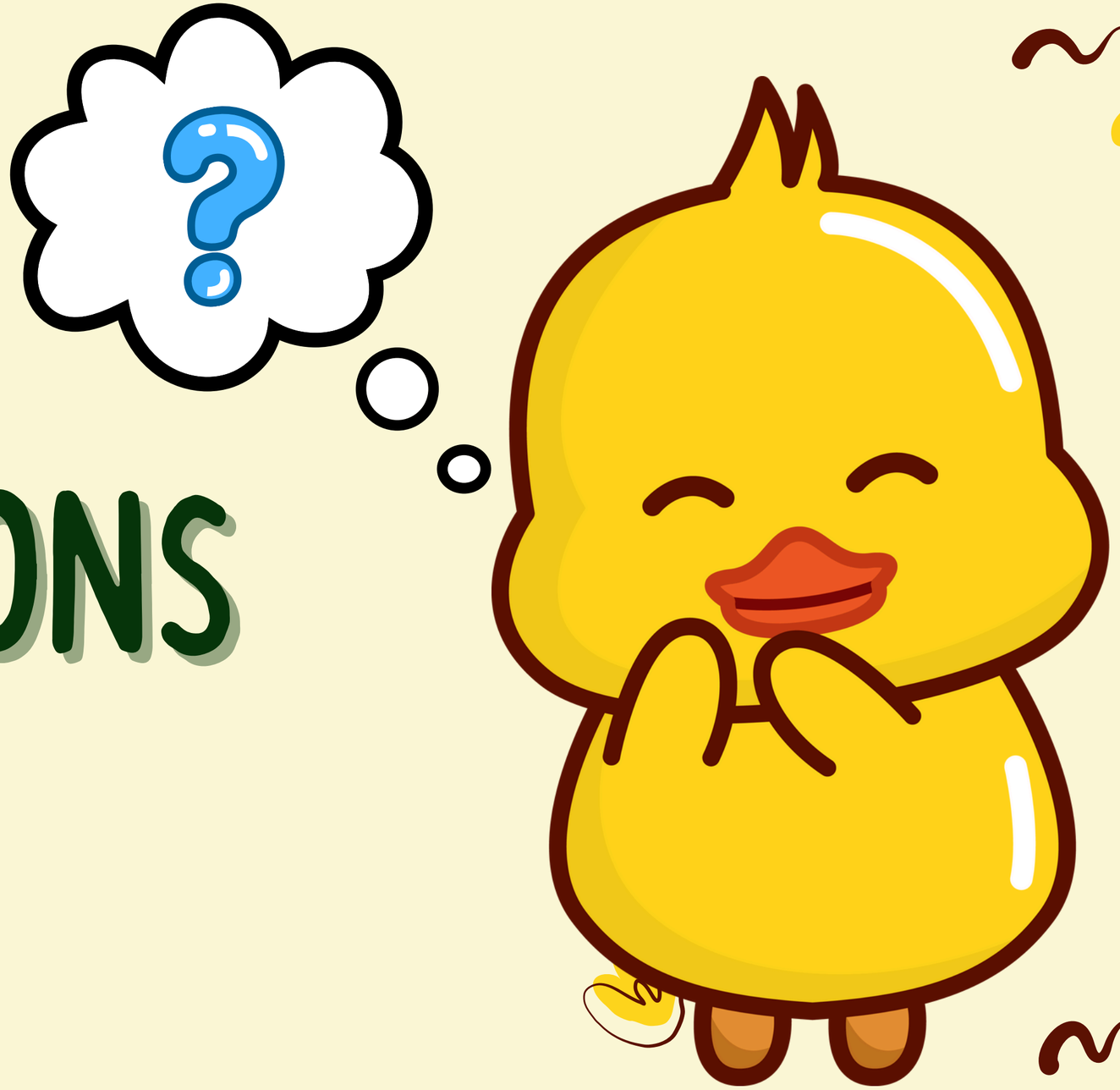
- → Ask: “How does this help someone do their job better tomorrow?”

Close one feedback loop publicly.

- Act on staff input and tell them you did.



QUESTIONS



I hired this duck to



remind you that you
are doing great!



THANK YOU