MANAGING CULTURE:
RESPONSIVE LISTENING AND GUIDED EMPOWERMENT
CBDNA Athletic Bands Symposium 2017
Thursday, June 1, 10:45am
Betsy McCann, University of Minnesota

ASSESSMENT AND GOAL SETTING

What is the culture of my band?

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Who is part of the culture of my band?

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What changes would I like to see to the culture of my band?

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Who needs to be involved in these changes and how?


Where do I want to begin?


TIPS AND TOOLS

Every stakeholder must feel that they are valued and they have value to contribute.

Stakeholders must have trust in their leader

Engineer buy-in

Three levels of decision-making

D3
D2
D1
WHEN CONFRONTED WITH A CULTURE CRISIS

Maintain a safe space for all

Give direction quickly to avoid misinformation, negative spirals

Listen and only commit once there is time to make a wise decision

Follow up with as much transparency as is appropriate

RESULTS

Increased satisfaction and engagement of students

Improved rehearsals

Improved performance

“If they possessed the courage and determination he perpetually saw in them, it was because he had helped to create it by the intensity of his belief in their qualities.”

-British philosopher Isaiah Berlin, speaking of Winston Churchill’s belief in the British people.

Betsy McCann
Director of Marching and Athletic Bands
Assistant Director of Bands
University of Minnesota
kern0072@umn.edu