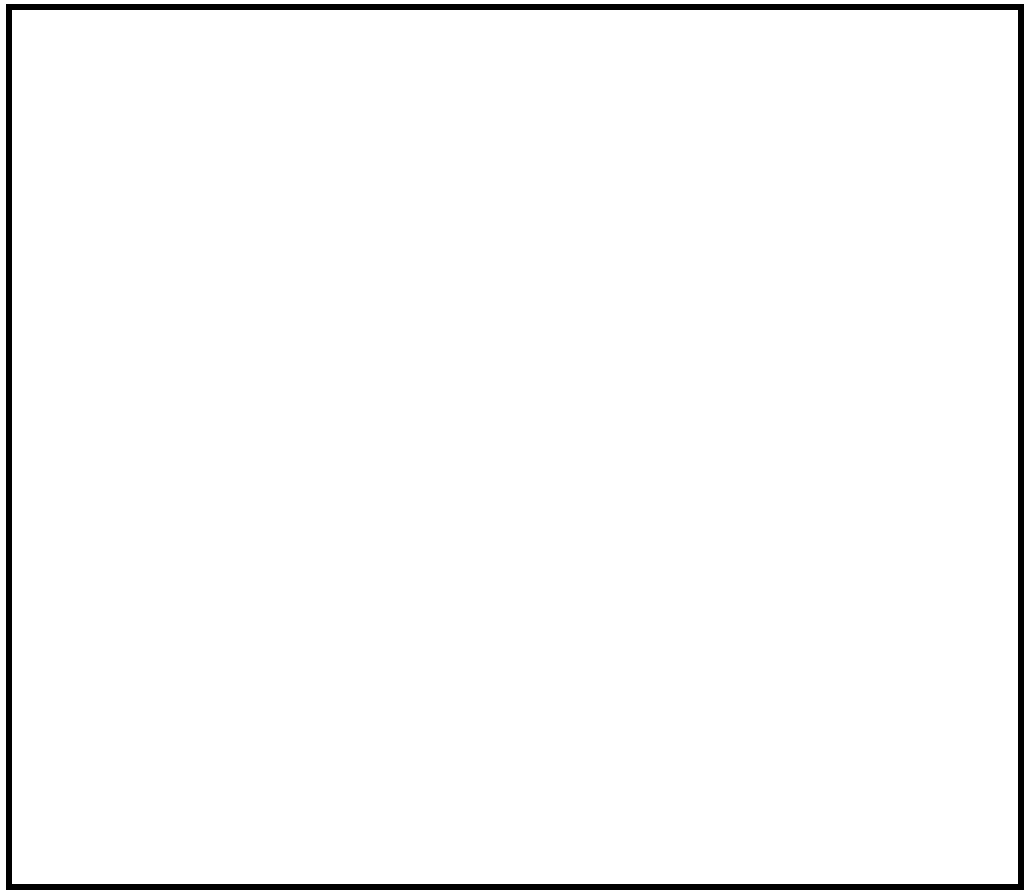
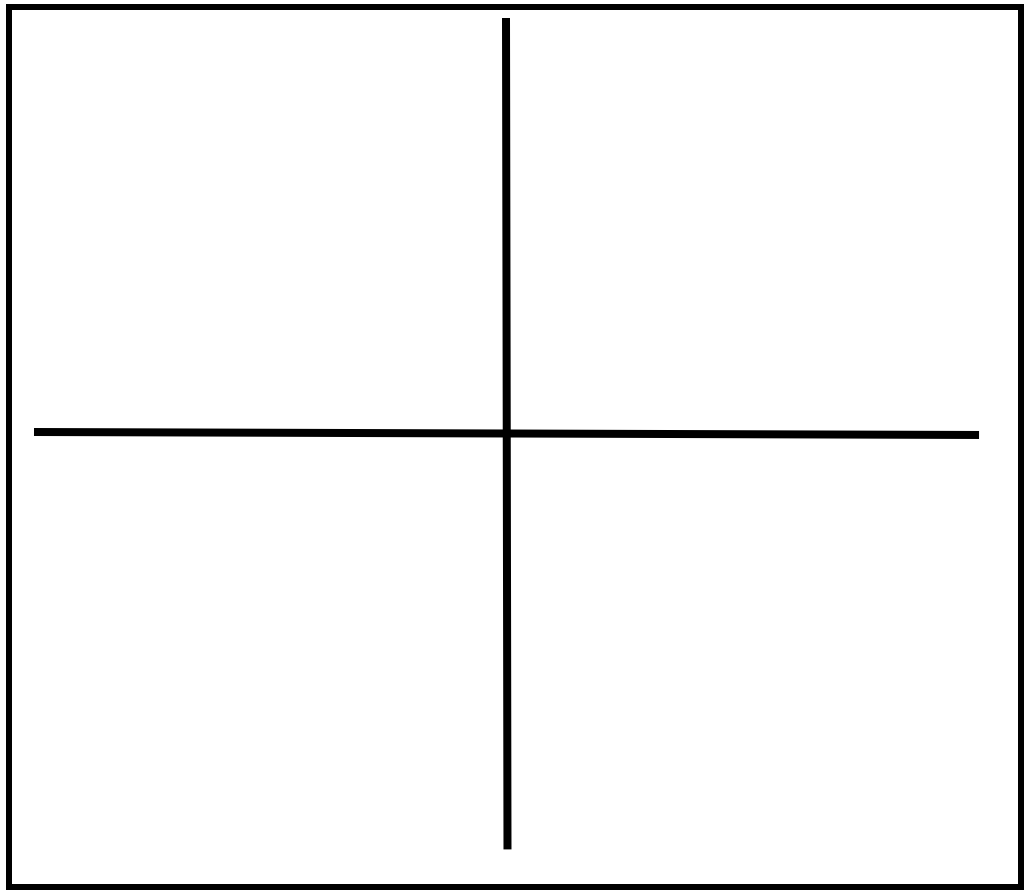
Welcome Center Design Team (WCDT)



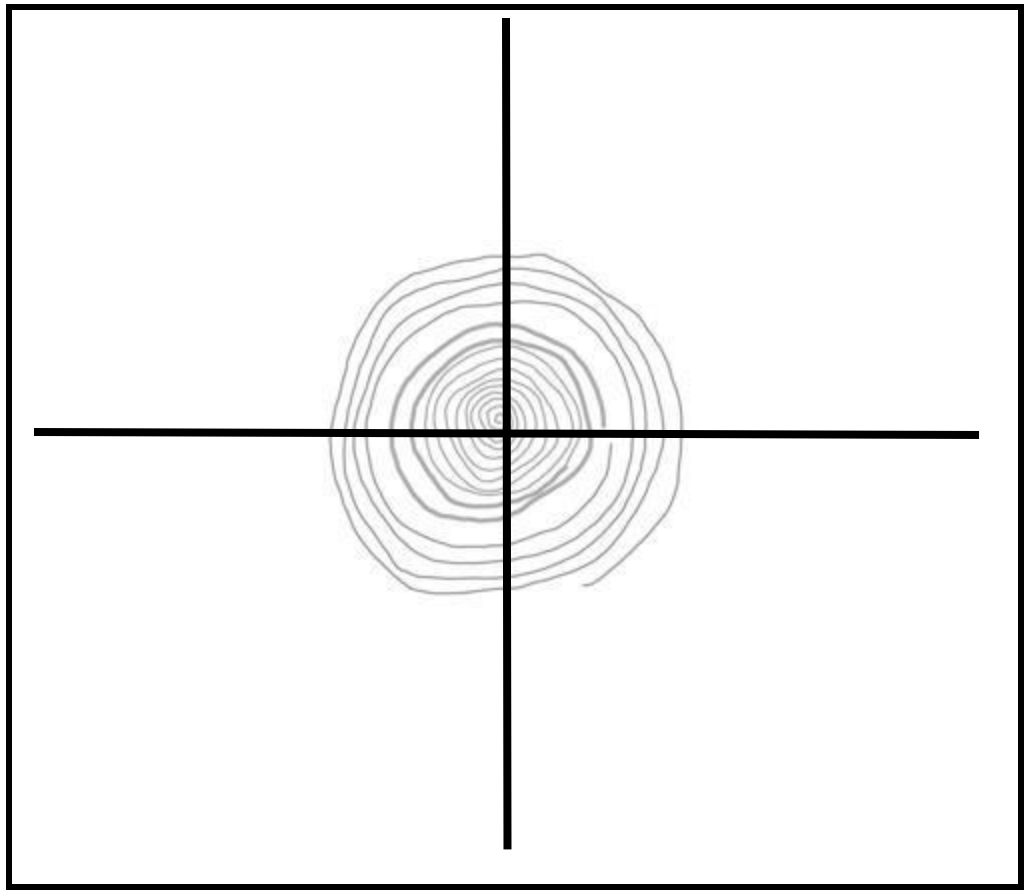
Inclusive Welcome

Brain Warming



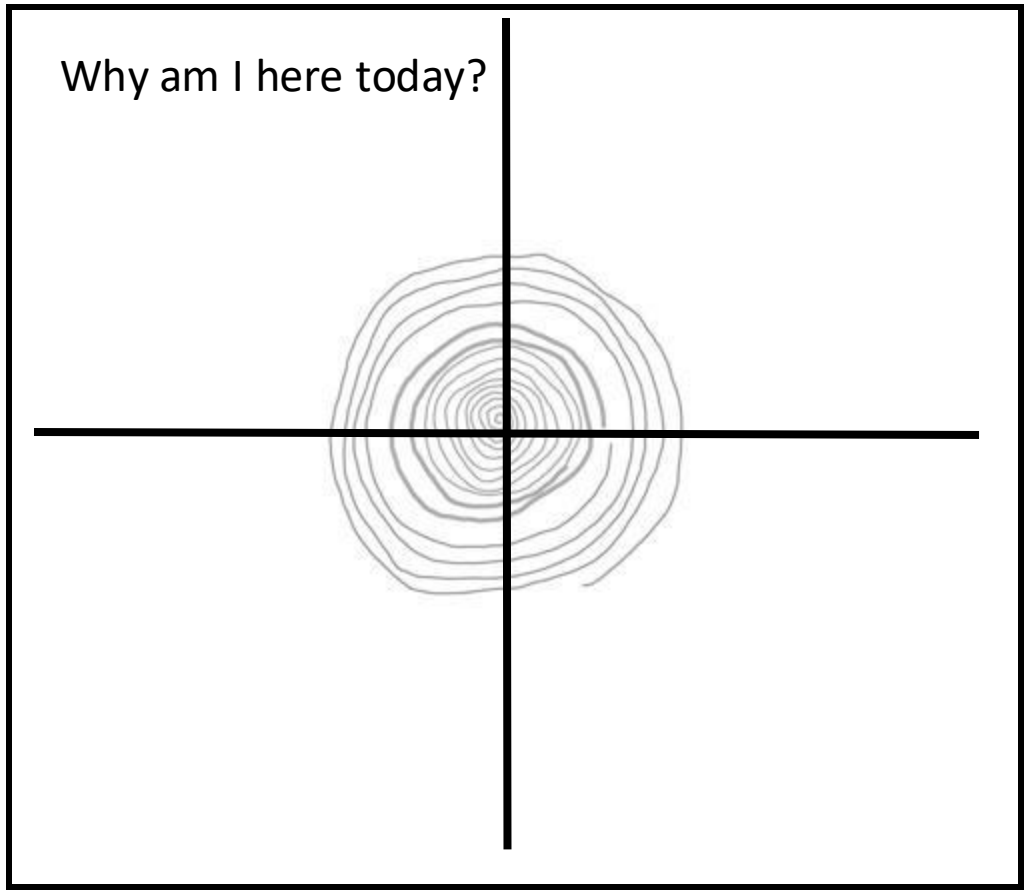
Inclusive Welcome

Brain Warming



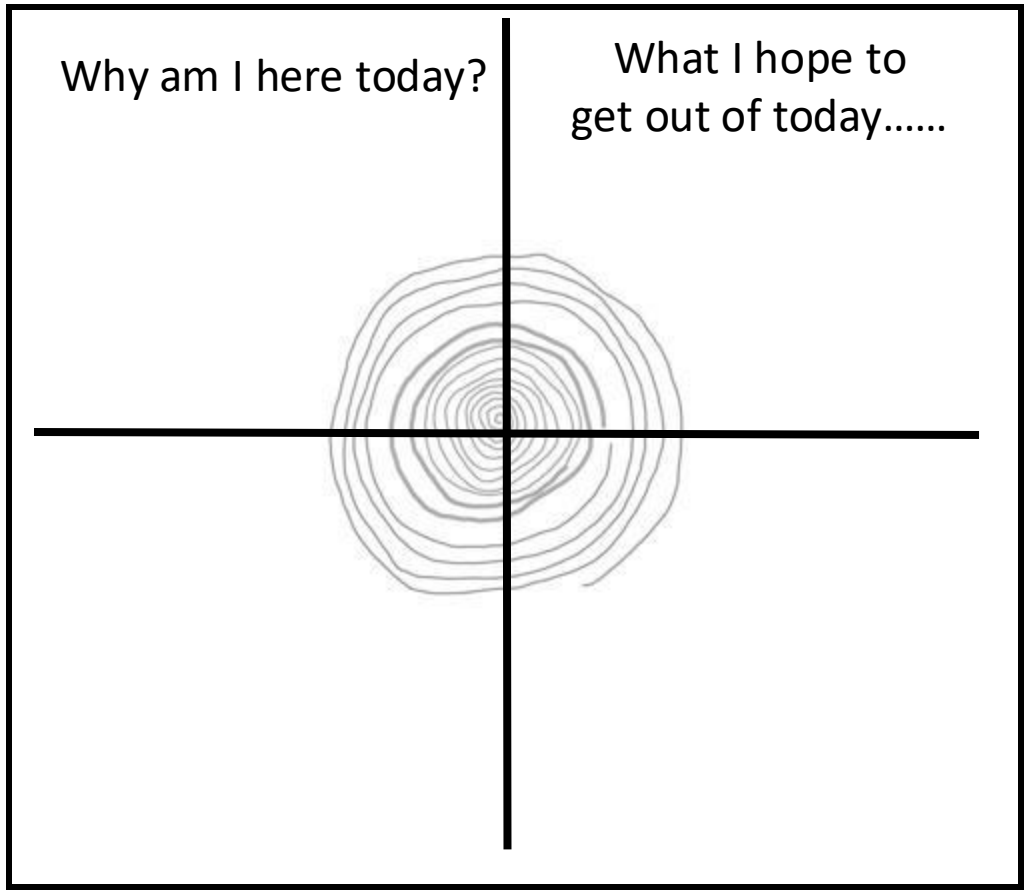
Inclusive Welcome

Brain Warming



Inclusive Welcome

Brain Warming



Inclusive Welcome

Brain Warming



Inclusive Welcome

Brain Warming

Intention Setting: Our Agreements

1. Inclusive Participation
2. Active Listening
3. Show care and respect
4. Value Diverse Perspectives
5. Speak Your Truth
6. Equity of Voice
7. Confidentiality and Trust



Land Acknowledgement

We acknowledge that we are on the indigenous lands of the Coast Salish peoples who include the Duwamish (*dxʷdəwʔabš*) Tribe, Muckleshoot Indian Tribe, and the Snoqualmie *sdukʷalbixʷ* Tribe.

We thank these caretakers of this land who have lived and continue to live here since time immemorial. **We reflect** on the historic context that brings us to reside on this land and **accept responsibility** to interrupt erasure. **We are committed** to our ongoing partnership with the Snoqualmie Tribe as we listen to, learn from, and lead with their guidance.

Goals for Today

- General Updates
  - February 11 Meeting
  - Design Team – Kristi and Keri
  - Welcome Center Connections Team - Marta
  - Family Resource Center Team – Kellea
- Timeline (between now and June)
- Processes and Systems



General Updates

- February 11 Meeting - Randi
- Design Team – Kristi and Keri
- Welcome Center Connection Team (marketing) – Marta
- Parent Learning Hub – Marta
- Family Resource Center Team - Julie
- Bus Stop Update - Danya



Design Team Update

- BELLEVUE SCHOOL DISTRICT WELCOME CENTER - 17 × 11in

Our Work Between Now and June

- Goal: To systemize our practices to support buildings.
  - February 11: The Foundation – scenarios
  - **March 11: Start Drafting Processes & Procedures**
  - April 1: Continue Drafting Procedures
  - May 6: Revise Recommendations and Prepare for June Meeting
  - June 10: Celebrations and Share with Dr. Aramaki

February 11 Brainstorm

Keep things child centered

Universal Greeting– Hello! My name is _____. How can I help you?

Thank you for coming in. Here's my card. Let us know if you have any questions.

Paraphrase back to visitor

Ask language preference

Warm handoff from the Welcome Center to the school(s) - building a bridge

Strategies for centering ourselves, self-care is important, being grounded

Asking colleagues for support

Listen with empathy

Need protocol for aggressive behavior

Center your self

Check biases

Prioritizing active listening – be a detective, don't interrupt

1:1 support

Flexible systems & processes

Warm handoff

Follow through – providing contact information

EMPATHY, COMPASSION, HUMAN CENTERED





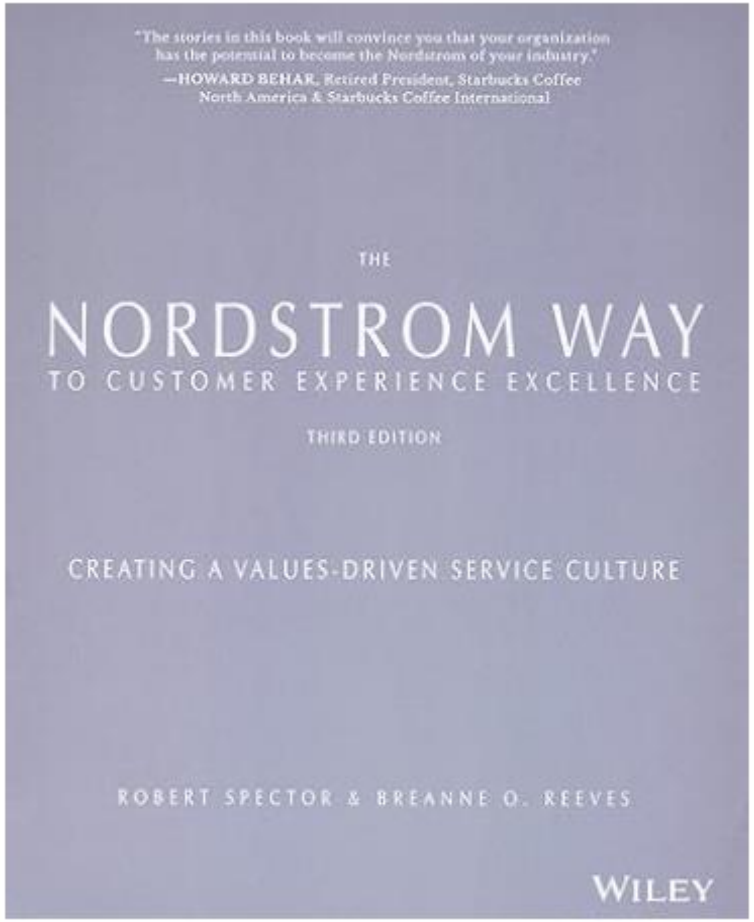
FISH! Customer Service

Disney Customer Service

To support this decision-making process, adventure guides are trained on Disney's Four Keys Basics, in priority order: **Safety**, **Courtesy**, **Show** and **Efficiency**.

Nordstrom Customer Service

- The values at the core of our company focus on creating a place where every customer and employee is **welcome**, **respected**, **appreciated** and **able to be themselves**.
- It empowers employees by trusting their ability to assess a situation and make decisions based on their values. Nordstrom also empowers employees by sharing examples of what other excellent employees have done to solve problems. Clear and transparent communication reassures both employees and customers.



Welcome Center Customer Service

Small Group Work: Vision for Welcome Center & Welcoming Spaces Across the District

March 11 Brainstorming

- Serve, Embody Empathy, Be Curious and Genuine, Listening to Understand, Effective Communication, Invitational Good-bye, Follow Up
- District Culture Shift, budget cuts going to make it difficult, intentional, what happens with the handoff to school/department, easy to fall back into old habits, what are our values, Relationships matter, Everyone needs to be included
- Positive Praise, Follow Up & Follow Throught, Build/Foster Teamwork (daily/weekly in person meetings), Attitude of Greatness/Pitching In/Supporting One Another, Acknowledging Time (appointments – tracking), Accountability
- Flexible, Follow Up, Admit when we are wrong, Personalization (use names),



Optimistic Closure

Brain Cooling



Next Meeting
April 1st