**Professional Learning Communities at Work: *Measuring Progress and Opportunity***

**LBD Chapter 9 – BUILDING CONSENSUS and RESPONDING to CONFLICT**

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| **PLC BIG IDEAS,****CHARACTERISTICS and QUESTIONS** | **Evidence of PROGRESS** | **OPPORTUNITIES for GROWTH** |
| * ***Does your collaborative team have an operational definition of consensus? Do you know at what point in the decision-making process you will move forward with a collaborative plan?***
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| * ***Should individual members of your team be permitted to disregard agreements you have made as a team? What is the response if they do?***
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| * ***Are you building shared knowledge, conducting action research and/or examining what other teams and schools are doing in an effort to address conflict productively?***
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| * ***Do you expect administrators to resolve conflict; or, do you work together to address it in ways that improve effectiveness?***
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| * ***Do team members understand that growth takes place at the edges of their comfort zone (where we also find dissonance)?***
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| * ***Does your shared understanding of WHY (Story #4) and HOW (Trust +) allow team members to embrace dissonance, be open to one another, manage paradox, and pursue the Genius of AND? Do you operate with an assumption that each member of your team has good intentions?***
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