


Leading Multiple Programs with Purpose:

Building A Culture And Systems Mindset



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Agenda



- Introductions
- Learning objectives for our session
- Importance of standard operating procedures
- Key strategies for successful multi-site management
- Aligning strategies and systems
- Leading multi-site programs

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Presenters



Kelly Hansinger
Senior Director
Learning and Leadership Development



Melony Gibson
Senior Manager
Leadership Development

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Learning Objectives

Understand the importance of standard operating procedures to create consistency in quality

Analyze key strategies for successful multi-site administrators

Evaluate systems currently being used.

Create new systems or adopt systems to execute in the workplace.

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Standard Practices to Ensure Consistency



Family and Staff Handbook



Communication



Health and Safety



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Standard Practices to Ensure Consistency



Licensing



Meetings



Programming for Children



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Standard Practices to Ensure Consistency



Human Resource Practices



Learning



Marketing the Program

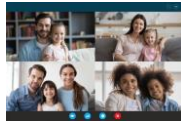
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Standard Practices to Ensure Consistency



Financial Practices



Family Resources

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KEY STRATEGIES FOR SUCCESSFUL MULTI-SITE MANAGEMENT

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Why should I care about creating a strategy?

Creates a roadmap

Identifies potential gaps

Provides structure

Measurable

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Key Strategy: Creating Vision & Goals



Making it happen.....

- What does it look like in three years?
- Do you have SMART goals?
- How will you communicate the plan?

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Key Strategy: Impactful Center Visits



Making it happen....

- Preparation is paramount!
- Provide attention & get data
- Intentional follow-up

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Key Strategy: Communicate Effectively



Making it happen....

- With staff
- With families
- With the community

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Key Strategy: Assess Quality



Making it happen....

- Compliance/ licensing reports
- Accreditation & quality improvement
- Regular surveys for families & staff

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Key Strategy: Fiscal Stewardship



Making it happen....

- Analyze
- Be Curious
- Be Transparent

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Resources



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ALIGNING STRATEGIES AND SYSTEMS

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Aligning Systems & Strategy

Staff/ Leader Engagement

- Recognition/ appreciation
- Growth & development
- Learning opportunities
- Coaching & mentoring
- Consistency & accountability
- Engagement groups
- Involvement in decision making and their work



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Aligning Systems & Strategy

High Quality Environments

- Establish expectations
- Self-assessment
- Observations & feedback
- Facilities management
- Health & safety



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Aligning Systems & Strategy

Financial Stewardship

- Accounts receivable
- Accounts payable
- Financial statements
- Recruitment/ staffing/ labor
- Marketing
- Payroll
- Expenses/ controllables



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Overcoming Challenges

- Be ready for a roadblock
- Embrace the challenge
- Give yourself space and grace
- Be agile, flexible, open-minded
- Respond vs. react
- Use your resources (team/ others)
- Be courageous – take a calculated risk



Pause – Reflect – Focus – Take Action

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LEADING MULTI-SITE PROGRAMS

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Early Education & Preschool

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Leading Programs



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Leading Programs



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Leading Programs



Delegator



Pedagogical Leader



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Leading Programs



Courageous



Creator of Community



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THANK YOU!

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