

## PROFESSIONAL PROFILE

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**Ronald I. McGlone is a Certified Employment Mediator, Trainer, and Professional Development Coach.**

McGlone retired as the District Education Ombudsperson for Seattle Public Schools. During his 25-year tenure with the school district, he supported and advocated for ongoing student, family, and staff professional development, authentic community outreach, engagement, and prioritized quality customer relations.

Ronald McGlone attended the Superintendent's Professional Leadership Development Institute, where he developed the District Ombudsperson Office and provided Customer Service Training Workshops for district employees and community partners. He holds a Master of Arts Degree in Human Development from Pacific Oaks College Northwest, Bachelor of Science Degree in Business Administration and Accounting from HBCU: Cheyney State University in Pennsylvania. He received numerous customer service awards throughout his tenure. **As a workplace mediator and an independent contractor for Seattle Public Schools, guiding families on obtaining homework and re-entry plans for students who have been suspended from the District, I can tell you that customer relation is more than a service; it is an attitude. My work involves helping people to manage their conflicts in a meaningful way. And, as our post covid business landscape continues to shift, organizations must develop a customer-first mindset and embed it deeply into the fabric of their organization's culture.**

**Q. When did you start thinking about your ability to use your role as a business and community leader to effect social change?**

**A.** Race and Social Justice impact us all. Within our schools, families, communities, and our work-life balance. Some lessons cannot be taught. Instead, they must be lived or experienced to understand. However, we can help others become more aware of their position, rank, and privilege, which help all of us. Blaming is not a productive strategy. What makes a workplace psychologically safe or not? When individuals feel they can speak up, express their concerns, and be heard. That matters! When BIPOC are seen, heard, and supported, that has value. I have always considered myself a quiet agent of social change, engaging people in constructive relationships.

When I started my role as an Education Ombudsperson for the Seattle Public Schools District, my duties were not limited to investigating informal complaints but organizing outreach strategies that bridged and built constructive relationships between school staff, families, and community. My responsibilities included sharing school district policies and superintendent procedures and providing customer training opportunities for district employees and community partners. In addition, I acted as the Washington State Background Check Administrator for the Risk Management and the school district. I was also responsible for developing the Ombudsman website and the complaint process and, in addition, providing a website and Volunteer Handbook for over one hundred school volunteer coordinators, families, community members, and business leaders.

During my tenure, I offered a safe space so others could listen and learn from each other. I became more aware of my ability to be a positive agent of social change in this role. This awareness led me to my current role as a Professional Employment Mediator.

**Q. What have you learned, and what strategies do you employ to manage through difficulty?**

**A.** I have learned that people do not care how much you know until they know how much you care. Being trustworthy, showing courage, demonstrating commitment, being consistent, and maintaining patience while working on one issue at a time are all elements of managing through difficulty. **There's Not a Complaint I Don't Appreciate** because it is an opportunity for me to Listen, Observe, and Learn (LOL) and help others have the courage to do the same.

YEAR: 2021 - 2022