

Public Abstract

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Title:Lessons Learned in a Crisis Situation: The Joplin Schools' Story

Natural disasters affect millions of lives each year, devastating educational institutions across the world (United States Agency for International Development, 2010). This qualitative study was designed using a case-study approach to understand one school district's leadership response to a catastrophic crisis in order to gain lessons learned that could prepare other non-profit, public educational intuitions in a future crisis. The study, using the framework of Bolman and Deal (2008), identified specific areas within each of the four frames: structural, human resource, political, and symbolic that should be considered when responding to a major disaster first-hand. The findings include several lessons learned that may guide other leaders in responding to a crisis.

Keywords: case study, crisis, crisis response, Bolman and Deal framework, qualitative