Managing Front Office Conversations, Conflict & Cranky People

17th January 2020
Time: 9.30am - 3.30pm (Reg. from 8.30am)
Saxons Training Facilities
Level 6, 500 Collins Street, Melbourne

Critical Agendas

David Vinegrad is a well-known presenter with extensive experience in the area of behaviour management both nationally and internationally. He has highly developed skills as a facilitator, trainer, and presenter and is widely recognised as an international expert on restorative justice. He has played a major role in the introduction of restorative practices into schools in Australia and internationally and is an experienced counsellor and mediator including high level management of critical incidents and school based trauma. David has over 30 years of experience working with teachers and students in a variety of diverse educational settings undertaking and developing a wide range of roles including recent work in Japan and Brazil.

Book Now at www.criticalagendas.com.au or via fax or mail

Postal address:
P.O. Box 1427 Geelong 3220
Telephone: 1800 638 012
Fax: 1800 638 021
Email: admin@criticalagendas.com.au
A confirmation email will be sent to each applicant

www.criticalagendas.com.au
COST: $279 + GST

Cost includes: Program, any issued notes, participation certificate, morning tea and lunch.

Program Description

If you are in the front line and work with parents, teaching staff, and students on a regular basis then this workshop is for you. This program is ideal for general office staff whose role includes working with and supporting all members of complex school communities.

Front of office staff drive the heart beat and often provide the first impression of 'who we are' at many schools -culture. Front of office staff are the often the 'first responders' to distressed and sometimes angry parents, anxious and often self-important students, stressed and sometimes demanding teachers.

Establishing and sustaining productive relationships across the school is a key role of office staff and they need adequate training and skills to make sure their wellbeing is maximized and the office can function without toxic relationships and unnecessary conflict. In this workshop participants will:

- Take away the very effective L.E.A.P approach to manage challenging conversations with people.
- Learn to implement a '10 step' approach to facilitating courageous conversations with parents.
- Explore the influences that brain chemistry and emotional states (affect) can have on challenging conversations.
- Learn to have a 4 x 2 conversation with staff, students and parents.
- Learn how the physical environment and meeting and greeting protocols can influence how we do business with the wider school community.
- Investigate the origins of conflict and how people respond and what are the preferred outcomes.
- Learn to apply a wide range of effective strategies that defuse high level emotions and engage people in constructive conversations.

Target Audience: All School Administration Staff. 6 PD hrs

REGISTRATION FORM

(May be photocopied)

Please complete and fax to 1800 638 021
or email to admin@criticalagendas.com.au

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ABN 14 693 026 465
6 PD hrs $279 + GST

Name/s (Capitals please!)

1: _____ Mob: _____ Email: _____

2: _____ Mob: _____ Email: _____

3: _____ Mob: _____ Email: _____

4: _____ Mob: _____ Email: _____

5: _____ Mob: _____ Email: _____

Please specify any special dietary needs: _____

School / Employer: _____

Address: _____

Sub/Town: _____ Postcode: _____

Ph: _____

BOOKING CONDITIONS No applications for this program will be accepted after all vacancies have been filled. Unsuccessful applicants will have their monies refunded in full. Cancellation prior to two weeks before the program date (cut-off date) will incur a 15% service charge per applicant. This program will be payable in full for cancellations made on or after the cut-off date or for failure to attend the program. All cancellations must be in writing and emailed to us. In the event of insufficient applications this program will not proceed and registration monies be fully refunded. In the event of this program being cancelled due to unforeseen circumstances registration monies only will be refunded as Critical Agendas will not accept liability for the payment of any other associated costs. Critical Agendas reserves the right to vary the advertised programs prior to commencement.

Purchase Order No.
(REQUIRED if wishing to be invoiced): _____

Name of Contact for invoice: _____

Contact Email: _____

OR Enclosed is payment for $ _____ payable to CRITICAL AGENDAS

or please debit my ☐ Mastercard ☐ VISA
Card Number:

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Name on Card: _____

Exp Date: _____ Signature: _____