

Attention: All staff

No one likes conflict....no one likes to have the 'difficult' conversations...Unfortunately sometimes we are confronted with upset or angry parents or staff and we need to find a way to a solution. This 1 day professional learning experience will help you develop your skills to deal with these difficult situations - whether it be upset or angry parents, or uncooperative colleagues. We explore how to develop your emotional intelligence around reading body language, deescalating upset parents / staff, developing more effective relationships, structuring the critical conversation for positive outcomes and much more.

Supporting you to manage the demands of parents in a positive, productive manner will ease the stress and allow you to focus on your core business of teaching. Leadership team members are encouraged to attend as skills can be easily transferred to working with teachers to create cooperative, professional learning communities.

Our sessions are engaging, collaborative and we manage some laughs along the way.



What others are saying ...

- Absolutely fabulous again. Your personable presentation is engaging and relatable. Fantastic practical components, Thank you!
- This course needs to be mandatory for all teachers and others working in teams. Pragmatic with useful strategies that included examples of stories and language to use.
- "Spot On!" Jodie presented well researched and well considered content.
- Thank you, Jodie, this program is so relevant, incredibly engaging and delivered in a fun way. Powerful messages, adaptive strategies and now a fuller toolbox!
- It was helpful and knowledgeable. It gave me a lot of ideas on how to deal with parents and staff. Thank You!



Facilitator: Jodie Davey

With over 30 years in education, Jodie is an experienced teacher, Assistant Principal, Curriculum Adviser and Director of Teacher Performance and Development. She is a certified Highly Accomplished and Lead Teacher Assessor and loves supporting others in developing their career. Her engaging presentation style will not disappoint.

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Places are limited, please visit
www.powerfulpartnerships.com.au
for registration, dates and locations.

6 hours of CPD

\$375 +GST