



**BENFLEET TEAM
SUPPORTING ALL**

Research demonstrates that high quality CPD has a significant positive effect on pupil outcomes and is the most cost-effective way to boost pupil attainment

THE BENFLEET TEAM SUPPORTING ALL

Dealing with Difficult Conversations & Managing Complaints

Developing skills and strategies to facilitate positive discussions, deescalate complaints and promote resilience and reflection

This training is designed to support all school staff (teaching, associate and pastoral) to develop strategies to manage difficult conversations and complaints in a positive manner whilst promoting resilience and wellbeing.

SUITABLE FOR PRIMARY AND SECONDARY PHASES

Dealing with difficult conversations & managing complaints COURSE DESCRIPTION

The training offers a range of strategies to facilitate more positive conversations and effectively deescalate complaints, whilst encouraging staff to develop a positive approach to resilience, reflect on their own practice and consider areas for personal development. The session includes:

- Managing complaints with a view to dealing with them effectively and efficiently to minimise impact and additional concerns.
- Upskilling delegates to prepare for difficult conversations, planning for their own resilience and aiming to maintain relationships and behaviours.
- Considering why people behave in the way that they do using evidence and current reading.
- Reflecting on their own practice and leaving with a repertoire of skills and strategies to practice in the future.

PROGRAMME DETAILS

VENUE: The King John School
Shipwrights Drive,
Benfleet
SS7 1RQ

SESSION

DATE: Wednesday 19th June 2024

TIMES: 4.00pm-5.30pm

COST: £40 per delegate

PLEASE NOTE:

This training is suitable for teaching, associate, pastoral and support staff at all levels in both primary and secondary phases. It will be delivered through a F2F session at The King John School.

*To register for a place on this course, please visit our website:
www.btsa.uk and complete the required booking procedures.*

*Should you have any questions or require assistance, please contact Denise Mair,
Manager, Benfleet Team Supporting All at denise.btsa@kingston.essex.sch.uk*