

EDUCATION SUPPORT STAFF SEMINAR

MANAGING DIFFICULT SITUATIONS

This full-day seminar is aimed at all IEU members who are employed in School Support Roles. The seminar will focus on developing the skills we need to use when managing difficult or challenging situations, be they with parents, colleagues or students.

It will focus on the development of social and emotional skills, the language of negotiation, and finding ways to create 'win-win' outcomes where both parties feel valued.

Each situation can be different and may range from less difficult to extremely difficult. Developing an awareness of 'how' we need to vary our approach will be addressed and this interactive seminar will provide opportunities to understand and plan effective and appropriate strategies for your use back at school.



FRIDAY 7 JUNE 9:30AM - 3:30PM

FEU CONFERENCE CENTRE, 120 CLARENDON ST, SOUTHBANK

To register, log into MemberAccess (using your membership number as your username and your home postcode as your password) and select this seminar from the events listed.

COST: FREE. IEU MEMBERS ONLY

INDEPENDENT EDUCATION UNION

IEU

VICTORIA TASMANIA

(Morning tea and lunch provided - while we can cater for dietary requirements such as gluten free or dairy free, please note that we cannot cater for more specific food allergies).