

**Rising above it all! - *Creating an excellent Customer Care culture in the School Reception Area***

**Monday 1st February 2018   Nottinghamshire   Minster Teaching School**

***Led by Anne Castle, whose clients include Marks and Spencer, the BBC and Boots, this interactive training event will provide school reception staff with detailed guidance on:***

***This one day course will help you to:***

- Working under pressure - techniques that work
- Successfully managing confrontational situations
- Developing Assertiveness skills
- Dealing effectively with aggression and conflict
- What to do when things go wrong
- Common mistakes and how to avoid them

**[View full agenda →](#)**

We're delighted to be working in collaboration with Minster Teaching School Alliance, who will host the event. This means that we're able to offer our same high quality training whilst passing on a significant discount directly to delegates. The course fee will be £169 + VAT (reduced from £249 + VAT).

## **9.30 - 10.00 Registration and refreshments**

### **10.00-10.30 Providing excellent Customer Service in the School environment**

- The essential contribution of support staff in providing outstanding customer service
- THE most important role in school? - 'First Impressions' you only get one chance
- Understanding the complexities of the role:
  - Working under pressure
  - Creating an appropriate ethos and environment
  - Supporting students
  - Dealing with parents/carers
  - Managing visitors' expectations
  - Developing good working relationships with colleague

### **10.30 - 11.00 Understanding why adults and children behave as they do**

- Different strategies for different people
- Setting clear expectations
- Common mistakes and how to avoid them

### **11.00 - 11.30 Effective communication strategies – practical activities**

- How others see you – Projecting the right image
  - Body language
  - Voice and tone
  - Delivering excellent customer service
- Developing your skills
  - Assertive communication techniques that work
  - Taking responsibility for the outcome of your interactions
  - How to develop effective listening
  - Essential tips for 'face-to-face' and telephone communications

## **11.30 - 11.45 Mid-morning Refreshments**

### **11.00 - 11.30 Promoting positive behaviour - practical activities and examples**

- Behaviour breeds behaviour so concentrate on the positive - typical scenarios
- Strategies for gaining respect and confidence – the essential do's and don'ts
- Alternative ways of handling situations
- Understanding escalators and using de-escalators

## **12.30 - 13.15 Lunch**

### **13.15 - 14.15 Dealing effectively with aggression and conflict**

- Dealing professionally with confrontational situations and emergencies
- When and how to intervene

### **13.15 - 14.15 What to do when things go wrong – taking control**

- Taking control of the situation
- Responsibilities following an incident
- Understanding how best to protect the children, the school and yourself

## **15.15 - 15.30 Action Plan, course closes and afternoon tea**

# The Trainer: Anne Castle



*Anne delivered the training professionally but made it extremely interesting and fun. She was very welcoming and friendly, I thoroughly enjoyed the day, thanks.*



**Anne Castle** qualified as a teacher before moving into the commercial world where she became Human Resources and Training Development Manager for the Debenhams department store group at their head office in Welbeck Street, London.

In the early 1980s Anne set up her own independent training consultancy, covering all aspects of interpersonal skills, management and personal development. Since then, she has gained an excellent reputation for delivering relevant, informative and effective training for both the public and private sectors. Her training style is informal, participative and engaging and Anne receives outstanding feedback from colleagues attending her events.



## Creating an excellent Customer Care culture in the School Reception Area

This course is just £259.99 +VAT per person - we offer discounts for multiple bookings so please contact us for prices: **t:** 020 8611 2605 **e:** rta-training@forumbusinessmedia.co.uk **w:** www.rta-training.co.uk

Please book me a place on the Creating an excellent Customer Care culture in the School Reception Area course

London (Venue TBC) | 01.02.2019 | £169.99 + VAT

PRODUCT REF: 905307/3890

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Organisation name: \_\_\_\_\_ Telephone number: \_\_\_\_\_

Address: \_\_\_\_\_ PO number: \_\_\_\_\_

Finance officer name: \_\_\_\_\_ Finance dept email address: \_\_\_\_\_

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