

**WEST ESSEX PRIMARY HEADS' ASSOCIATION AREA CONFERENCE
MANOR OF GROVES HOTEL AND CONFERENCE CENTRE
FRIDAY 31 JANUARY 2020**

MEETING SUMMARY: ISSUES AND RECOMMENDATIONS

p 2 **ATTENDANCE LIST AND APOLOGIES**

p 3 **DEALING WITH DIFFICULT PEOPLE EFFECTIVELY** Nicola S Morgan

EFFECTIVE ENGAGEMENT WITH FAMILIES Nicola S Morgan

p 5 **EPHA update** Isobel Barron and Pam Langmead

p 5 **DATES AND TIMES OF FUTURE MEETINGS 2019 - 20**

WEST meetings with the Local Authority officers 2019/20 and 2020/21 at the Weston Homes Business Centre, Takeley
 Wednesday 11 March 2020
 Wednesday 17 June 2020
 Wednesday 18 November 2020
 Wednesday 10 March 2021
 Wednesday 23 June 2021

WEPHA Conferences, Manor of Groves
 Friday 15 May 2020
 Friday 25 September 2020
 Friday 29 January 2021
 Friday 14 May 2021

Headteachers' Annual Conference 2020
 Friday 20 March 2020 Stock Brook Country Club, Nr Billericay

Deputy Headteachers' Annual Conference
 Friday 2 October 2020 Colchester Stadium

WEST ESSEX PRIMARY HEADS' ASSOCIATION AREA CONFERENCE

FRIDAY 31 JANUARY 2020

Headteachers

Ros Allsop	Clavering Primary	Tracy O'Donnell	Epping Primary
George Athanasiou	Great Sampford Primary	Teresa Phillips	Thomas Willingale School
Debbie Attridge	Ongar Primary	Christine Peden	Pear Tree Mead Primary
Isobel Barron	Roseacres Primary/Chair	Rebecca Pine	Newport Primary
Nikki Batt	Moreton CE Primary	Jane Pomfret	Nazeing Primary
Linda Chesworth	Milwards Primary	Julie Puxley	Katherine Semar Infants
John Clements	Learning Partnership Trust	Colin Raraty	Rodings Primary
Bryony Collins	Felsted Primary	Sarah Roffey	High Beech CE Primary
Mandy Copper	Wimbish Primary	David Rogers	Bentfield Primary
Jodie Evans	High Ongar Primary	Michael Ross	St John Fisher Catholic Primary
Elizabeth Gelston	Hatfield Heath Primary	Sue Spearman	Fawbert and Barnard Primary
Lisa Gibbs	Leverton Primary	Linda Todd	Radwinter CE Primary
Kim Hall	Henham and Ugley Primary	Jonathan Tye	Churchgate CE Primary
Anthony Hull	Katherine Semar Juniors	Joanne Willcox	Hillhouse CE Primary
Michelle Hughes	Thaxted Primary	Nikki Willis	Dr Walker's CE Primary
Claire Jackman	Great Easton CE Primary	Hannah Wheatcroft	Farnham and Rickling Primaries
Chris Jarmain	St Mary's CE Primary, Saffron Walden		

In Attendance

Pam Langmead	EPHA Professional Officer
Nicola S Morgan	NSM Training & Consultancy

Apologies

Clare Griffiths	Dunmow St Mary's
Ian Kendal	Our Lady of Fatima MAT

School leaders

Sarah Green	Nazeing Primary
Sam Lambert	Milwards Primary
Rachel Butterworth	Milwards Primary
Keeley Chandler	Newport Primary
Victoria Marrow	Hatfield Heath Primary
Christine Lee	Henry Moore Primary
Michael Doughty	Henry Moore Primary
Sara Cowley	Henry Moore Primary

Note: If your attendance or apologies have not been noted please contact the EPHA Professional Officer at pam@langmead.me.uk for amendment.

**NOTES OF THE SPRING TERM WEPHA CONFERENCE HELD ON FRIDAY 31 JANUARY 2019
COMMENCING AT 9.15 AM**

Action

1. EPHA WELCOME

Welcome from Isobel Barron, WEPHA Chair, to West headteachers and senior leaders. A particular welcome was extended to new headteachers (or heads in new posts) in the West, including:

- Renette Fourie Hereward Primary
- Emma Hodgkinson Flitch Green Academy (Acting Principal)

Nicola Morgan was welcomed to the conference. Nicola is an international behaviour management consultant/teacher and has over twenty years' experience working in a variety of early years, primary and secondary settings, including mainstream and special needs schools.

During this time she has developed a reputation for successfully managing the most challenging classes and pupils as well as motivating and inspiring staff to help implement change and ensure sustainability. Consequently, she now runs training courses for schools/parents and is often invited to speak at key conferences on effective ways to help manage pupils within school and ways to create a positive learning environment.

2. DEALING WITH DIFFICULT PEOPLE EFFECTIVELY

Dealing with difficult people can not only be tricky but they can be uncomfortable, awkward and sometimes intimidating. It can be painful while they're happening and then we 'replay the mind tapes' afterwards – with 'what we said', and then with 'what we wished we'd said' and then with 'what we really felt' and it can cause all those emotions all over again. This session looked at a simple structure to help deal effectively with difficult people.

Nicola suggested 10 steps for dealing with difficult people:

1. Get your sticker off (get your ego out of the way)
2. Listen
3. Apologise
4. Ask open and leading questions
5. Restate and closed questions
6. Show empathy
7. **Suggest action (directed question)**
8. Thank them
9. Follow through
10. Shrug off the negative and take the next call

Starting a difficult conversation

'I want to have a chat with you about something that is bothering me a little. It's not a big

deal, but I do want to talk about it.'

'I want to talk to you about something that I am concerned about. I think that we both might find this a difficult conversation, and I want us both to be as constructive as possible during it.'

1. Take your sticker off.
MMFI – Make Me Feel Important

2. Really listen
The problem:
 1. Assumptive learning
 2. Selective Listening
 3. Detail-itis listeningTechniques to help you be a better listener
 1. Reflect
 2. Respond
 3. Record

Communication – 7% linguistics, 38% tone, 55% body language

Amy Cuddy TED talk Your body language may shape who you are

https://www.ted.com/talks/amy_cuddy_your_body_language_may_shape_who_you_are?language=en

3. Skillfully apologise
Don't use: apologise, afraid, unfortunately, but..

Make an apology personal – don't apologise on behalf of the school.

Don't over-sympathise

Don't place blame

4. Ask open questions
 - Open questions elicit information: how, why, when, what, where, who?

5. Restate and closed questions
 - Closed questions gain clarity: can, could, will, would, do, did, is have, are.

Nicola mentioned Brene Brown <https://brenebrown.com/>

6. Show empathy

7. Suggested action
 - Tell them the solution (single option)
 - Give them a choice (two options)
 - Open question

Only ever promise what you – yourself can do

Always under-promise and over-deliver. Never the other way around.

Obtaining Invitation

Ask the following questions:

‘What is the best way for me to give you this information?’

‘Would you like a friend or family member to sit with you and support you during this meeting?’

‘Would you prefer to ask questions in order to receive the information?’

Asking someone to change their behaviour

SID

Step 1: Be **S**pecific

‘When you give me urgent work to do just before I’m about to leave...’

Step 2: Talk about the practical or emotional **I**mpact

‘...it means that I either rush to do the work before I leave (and risk making mistakes) or I am late leaving, which means I miss my bus.’

Step 3: Say what your **D**esired outcome is

‘It would really help me if we could have a quick chat half an hour before I leave, so I can see if there’s anything you want me to do before I go.’

8. Thank them

9. Follow through

10. Shrug off the negative

What support do you have?



08000 562561

Nicola S Morgan

email: nsmtc@live.co.uk

web: nsmtc.co.uk

twitter: [@nsmtc](https://twitter.com/nsmtc)

fb: [@NicolaSusanMorgan](https://www.facebook.com/NicolaSusanMorgan)

tel: **029 20193162**

3. EFFECTIVE ENGAGEMENT WITH FAMILIES

Research shows that engaging families in school has a significant and very positive impact on students’ learning. This session will provide practical information and strategies which have been extensively trialled in a variety of different settings.

Toolkit needed

- ✓ Identify parent needs
- ✓ Audit current work
- ✓ Identify useful initiatives
- ✓ Develop an action plan
- ✓ Evaluation
- ✓ Engage with other organisations

Parent Involvement Policy

- ✓ Communication
- ✓ Parenting
- ✓ Child's Learning
- ✓ School Decision Making
- ✓ Community Involvement

Nicola agreed to share an example of a parent involvement policy.

Behaviour Management Review Committee

Invite school staff, students, governors and parents to form a behaviour management review committee to assess:

- Current procedures and systems
- Develop programmes and processes

Obtaining Parent Invitation

Ask the following questions:

‘What is the best way for me to give you the information?’

‘Would you like a friend or family member to sit with you and support you during this meeting?’

‘Would you prefer to ask questions in order to receive the information?’

TIME model

Talk to parents as often as possible, either face to face or on the phone.

Invite parents into school or to attend activities in the community.

Mediate immediately to help reduce misunderstandings and rebuild relationships.

Encourage parents, highlighting their knowledge, celebrating their achievements and equipping them with more skills.

Parenting Initiatives

- ✓ Restorative Thinking Programme (parenting without conflict)
- ✓ The FAST Programme
- ✓ Strengthening Families
- ✓ Solihull Approach
- ✓ Malborough Model
- ✓ Mellow Parenting Programme
- ✓ Family Growth Mindset Scheme

Hard To Reach Parents / Difficult To Engage

- ✓ What's in it for me?
- ✓ The grown-up method
- ✓ Calendar
- ✓ Outside school visits
- ✓ Disguise the activity
- ✓ Buddy-up system
- ✓ The loyalty card scheme



How Time Credits work: 1 hour = 1 hour



www.timecredits.com

4. EPHA UPDATE

a) Dates for the diary

The EPHA Professional Officer noted a number of forthcoming dates, including Equality Act training – 16th March – Chelmsford City Racecourse

The Headteachers' conference is full!

b) Cost of WEPHA conferences

The EPHA Professional Officer explained that the current cost of the WEPHA conference - £50 per delegate – only covers the cost of the venue, and any speakers are paid from the main EPHA account. It was **AGREED** that the conference cost should be raised to £60, which will partly pay for the speakers in future.

c) Attendees at the meeting

It was agreed that, generally, the WEPHA conference should be for headteachers only (or school leaders, if heads wish) and not opened out to other colleagues (e.g. LA Officers) as a matter of course. The headteachers agreed that they valued this opportunity to network with other heads, in a private event.

4. DATES AND TIMES OF FUTURE MEETINGS 2019/20

WEST meetings with the Local Authority officers-at the Weston Homes Business Centre, Takeley

Wednesday 20 November 2019

Wednesday 11 March 2020

Wednesday 17 June 2020

WEPHA Conferences, Manor of Groves

Friday 31 January 2020

Friday 15 May 2020

Deputy Headteachers' Annual Conference

Friday 4 October 2019 Weston Homes Community Stadium

Headteachers' Annual Conference 2020

Friday 20 March 2020 Stock Brook Country Club, Nr Billericay

The meeting ended at 12.30 pm