



Independent
Association of
Prep Schools

P11 Teen Tips: how to get positive outcomes from challenging interactions

Date Friday 28 January 2022, 1000-1130

Venue Online via Zoom

Meeting the demands and needs of pupils, colleagues and parents will be challenging at times. This session looks at strategies for effective conflict resolution, how to de-escalate drama and develop negotiation skills.

Audience IAPS Senior Leader members

Objectives We will explore the theory of button pushing, how our past experiences affect our current behaviour, how to avoid the drama triangle, de-escalate drama and remain calm to get the best outcome from even the most challenging interpersonal exchanges.

Course Director Alicia Drummond, founder of Teen Tips Ltd

Terms and conditions of cancellation: If a delegate cancels his or her application up to and including 4 weeks prior to the date a refund of 75% of the fee will be given; 50% of the fee will be refunded up to and including 2 weeks prior to the date; thereafter, IAPS regrets that no refund can be made.

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