



Independent
Association of
Prep Schools

S05: Supporting Heads PA's: A masterclass in productivity

Date Tuesday 21 January 2025
Venue Bilton Grange School, CV22 6QU
Cost IAPS members - £199 (non-IAPS members - £299)

A happy and productive office team is fundamental to a school's ability to operate successfully. During this interactive workshop you will have an opportunity to share best practice with other school administrative staff. We'll develop your awareness of different communication styles, examine how to maintain boundaries, develop resilience and set goals. We will consider different approaches to challenging conversations and you will hear from a current IAPS Head as they examine the importance of a good PA/Head relationship.

Audience Heads' PAs, school secretaries, school administrative staff
Course Director Anna Bond, IAPS Consultant
Presenter(s) Lindsay Taylor, Founder & Director of Your Excellency Limited
Robert Duigan, IAPS Head



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Programme
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Time	Activity - <i>Speaker</i>
0930	Registration and Coffee
1000	Welcome and Introduction (Anna Bond)
1015	<p>Session 1: A good Head/PA relationship and its impact. (Robert Duigan - IAPS Head and Marie Holt - Head's PA and Office Manager)</p> <p>We will hear from an IAPS Head who will look at the difference between a good working relationship with a PA and a more challenging one, and the impact of both.</p>
1045	<p>Session 2: Managing your energy: Assertiveness, maintaining boundaries, improving your resilience and considering your work/life integration. (Lindsay Taylor)</p> <p>With a focus on improving your resilience and considering your work/life integration, at this session you will understand the four energy dimensions and what you can do to renew your personal energy. You will define "assertiveness" and understand how this aligns to the 3Vs of communication including maintaining boundaries. You will take away practical and instantly usable learning alongside an electronic book supplementing and expanding on these topics.</p>
1130	Comfort break
1140	Session 2 continued
1215	Lunch
1315	<p>Session 3: 'It's a Zoo'. Communication Styles and how to understand those you work with (Lindsay Taylor)</p> <p>You will define the different communication styles in terms of Nigel Risner's Zoo analogy, identifying key characteristics and behaviours and how you can adapt your style to optimise working relationships and productivity.</p>
1405	Afternoon refreshments
1415	<p>Session 4: Navigating challenging conversations (Anna Bond)</p> <p>We look at the principles of reflective listening and the power of the question 'What would you like to happen?'</p>



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1500	Session 5: SMARTER Goal Setting (Lindsay Taylor)
	At this session you will learn to make your goals SMARTER by applying Towards Thinking and language for motivation. You will use creative visualisation and follow a step-by-step proven technique to ensure successful achievement of your personal and professional goals. You will be provided with a template for completion during this session and for use in future goal setting.
1545	Q & A and close. (Anna Bond)
1600	Course Ends



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