

### Delivered by Stephen Burnage

Steve Burnage FCCT FRSA M.Ed is an experienced education consultant, author and fellow of the Chartered College of Teaching with over 35 years' experience in teaching and leadership.

**Stop dreading the difficult conversations.** This session will provide a roadmap to navigate school-based conflicts. Whether it is a defensive parent, a stressed colleague, or a challenging student, you will leave with a **3-2-1 Action Plan** and the "Three I's" formula to manage any scenario with poise.

#### Who Should Attend?

This workshop is designed for any professional within the school environment who handles high-stakes or emotionally charged conversations, including:

- Senior Leadership
- Heads of Year & Department Leads
- SENCOs & Pastoral Staff
- Frontline Administrative Staff
- Classroom Teachers

#### Focus:

- **Foundations of Effective Communication:** Master the core components of intent, emotion, and engaged listening.
- **Navigating Aggression & Defensiveness:** Build a practical skill base to de-escalate tension and defuse conflict.
- **The Power of 'No':** Learn assertive techniques to set professional boundaries while protecting key relationships.
- **Leading Successful Conversations:** Apply the "Three I's" framework to your own real-world case studies.
- **3-2-1 Action Planning:** Leave with a concrete strategy for immediate impact in your school.

**Cost:** Secondary SLA members 2 free places; Primary SLA members 1 free place; non-SLA members £100 per delegate. Lunch & refreshments provided.

**Venue:** GUTP House, Sponne School, Brackley Road, Towcester NN12 6DJ.

**Book your place** <https://www.sponne.org.uk/ts/professional-development>

**To find out more email:** [trainingschool@sponne.org.uk](mailto:trainingschool@sponne.org.uk) **Telephone: 01327 350284 ext. 7251**