

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.

The school office is a high-pressure environment where safeguarding, customer service, and administration collide. This half-day intensive workshop is designed to sharpen communication, build resilience, and streamline efficiency.

Who Should Attend?

Specifically designed for School Receptionists, Office Administrators, and Front-of-House Staff who want to reduce stress while increasing their professional impact.

Key Areas of Focus:

- **The Quality Service Chain:** Ensuring every interaction—from the first "hello" to the final sign-out—reflects your school's values.
- **Mastering the Phones:** Beyond etiquette—learning the psychology of tone, voice-pattern matching, and the "smile while dialling" technique.
- **De-escalation & Boundaries:** Practical toolkits for handling upset parents, confidential inquiries, and unannounced visitors with empathy and firm professional boundaries.
- **The Priority Matrix:** Strategies for planning and prioritisation

Cost: Secondary SLA members 2 free places; Primary SLA members 1 free place; non-SLA members £50 per delegate. 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 Telephone: 01327 350284 ext. 7251