

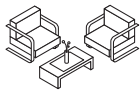
Listen

Leapfrog

Learn

ENVIRONMENT

Make the environment welcoming and relaxed.



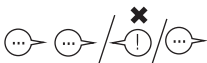
INVITE

Ask them to talk first and then just listen.



AVOID

Don't interrupt. If you speak don't justify – simply show you have understood.



EMPATHISE

Put yourself in the other's shoes and imagine their position.



WELCOME

Be warm and break the ice with introductions. Offer a drink.



RE-INVITE

When the person has finished, ask them if there is anything they want to add.



BODY LANGUAGE

Be aware of yours. Be open and relaxed.

CLARIFY

Check your understanding by repeating back what you think you've heard.



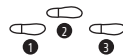
APOLOGISE

If necessary, say sorry both personally and behalf of the school to move the conversation on



AGREE STEPS

Reach agreement on ways forward but don't over-promise.



AVOID

Don't have the last word.



EXPLAIN

Go through any key points, but avoid dominating with repeated justifications.



AGREE TIMESCALE

Put dates in both your diaries to review progress – in person or on the telephone.



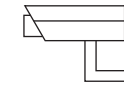
REFLECT

Take time to think through the conversation – maybe with a colleague.



DROP DEFENSE

Ensure a non-emotional perspective to guide your analysis.



ANALYSE

What was learned?
What can be changed?
What needs to be communicated to staff?



DE-PERSONALISE

Even if the process is emotional or draining, try not to take it personally.

