



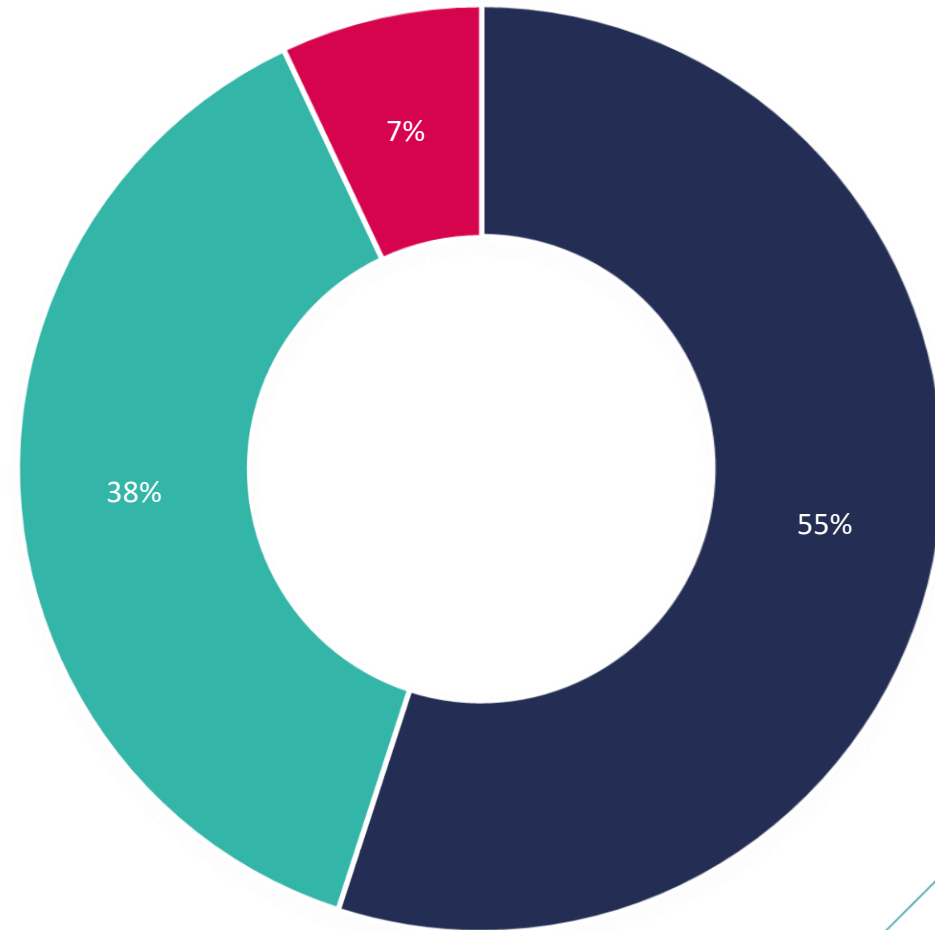
Managing Relationships

- Alison Wayman
- Senior HR Partner

► Face to Face communication

According to research getting your message across in a face-to-face situation depends on the following:

- **55%** Body Language
- **38%** Tone
- **7%** Words





Managing Relationships

- Keep an open stance
- Over communicate
- Communicate early
- Utilise Managers relationships with staff
- Gather and use feedback wisely

*"Feedback is professional
not personal"*

Chef, Gordon Ramsey



Meeting Skills

- KISS (Keep it short and simple)
- Be direct
- Consider various types of questions
- Listening skills
- Dealing with different situations and emotions:
 - Tears
 - Anger
 - Walk outs.



Clear, Concrete Communication

- Essential to build School voice - what is your narrative as a School.
- Consistent and regular messages
- Remain consistent and always be the 'Adult'
- Ensure Line Managers are sharing the same message and have the skills needed to discuss
- Values

Scenarios for Discussion

