

Creative Training

From Lamont Associates: The Creative Edge in Training and Development

How to book

We run 'In House' courses where we come to your space and use your facilities, thus keeping the costs low.

Courses can be adapted for varying numbers of delegates and can involve one or more trainers as appropriate.

Any course can be reworked to make it just what your staff need, and we're always happy to design courses from scratch so just get in touch to discuss your requirements.

Prices for this course vary with the number of trainers involved and the length of the session(s); please call to discuss.

We may charge travel for the trainer(s) depending on distance. All prices + VAT

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Our Clients include:

BBC

Channel 4 Television

DfES Innovation unit

DTI

EQUITY

Isle of Wight Council, Education

The Actors Centres

Arts Council Creative

Partnerships

Bexley School Governance Unit

Diocese of Rochester

Wandsworth Hearing Impaired

Service

The Telegraph Group

Dealing confidently with people in the workplace - for school admin staff

Admin staff are the community-facing gateway of the school working with parents and school visitors, children and teachers. They are often in the front line when dealing with challenging situations; yet how much training do they receive?

This one-day course has been designed in response to a clear need to offer admin staff the training they need to work confidently.

Who for? School or federation admin staff.

Aims

- To enable staff to handle situations and people confidently and assertively.
- To focus on and develop communication skills.
- To explore a range of difficult situations experienced by office staff and to find positive approaches for dealing with them.

Methodology

A range of strategies and exercises are introduced in the morning, including identifying and evaluating challenging behaviour, assertive thinking and action, making body language work for you and confidence tips. In the afternoon these are related to specific issues raised by the staff in order to find practical ways forward.

Predicted Outcomes

- Greater understanding of a variety of situations
- A range of strategies to draw on
- Thinking and confidence 'tools' to address unexpected difficulties when dealing with people.

Thank you very much for the training day. The office team were really inspired, and felt it was exactly what they needed.

Shirley Lunn, Headteacher, Laleham CE Primary

Thank you for a really enjoyable and productive day. We chatted about it at our office meeting yesterday, and all the team had found it really useful. I am sure that we will be able to put a lot of the suggestions into place as a team, and that individually we will be able to use a lot of what we learned in different and appropriate ways. **Jill Fraser, Administrative Officer, Laleham CE Primary**



Lead trainer Gordon Lamont is the author of **The Confidence Book** (Sheldon Press 2007) offering practical down-to-earth techniques and tips.

Find out more at The Confidence Site:
www.theconfidencesite.co.uk

Gordon's other books include **The Creative Teacher** (Arts Council 2005) and **Work Life Balance** (Sheldon 2001).

www.creativetraining.org.uk