

## MANAGING DIFFICULT SITUATIONS

**DATE** 11<sup>th</sup> September 2019

**VENUE** Radstone Hotel, Larkhall

**OVERVIEW** This event is designed to support senior leaders in dealing with the challenging situations for which there are no definitive answer for or systematic approach.

The advice and guidance provided is designed to ensure that senior leaders are able to take and maintain control in the most challenging of circumstances.

The course leaders will use case study material to exemplify the presentation and provoke discussion and challenge thinking.

**OBJECTIVES & AIMS**

- Identify Key Priorities
- Identify Key Actions
- Mobilising your Team
- Effective Communication
- Developing Effective Teams

**TARGET AUDIENCE** Headteachers and Depute Headteachers

**PROGRAMME**  
09.00 – 09.30

REGISTRATION

09.30 – 09.40 **Welcome & Introduction**  
Jim Thewliss, General Secretary SLS

09.40 – 11.05 **Session 1:**  
**Critical Incidents & Crises**  
Jim Thewliss, General Secretary School Leaders Scotland

11.05 – 11.35 **COFFEE**

11.35 – 12.55 **Session 2**  
**Health & Safety, Employment, Performance & Legal Issues**  
Neil Shaw, Field Officer, School Leaders Scotland

12.55 – 13.55 **LUNCH**

13.55 – 15.15 **Session 3**  
**Crisis Communications**  
Jim Thewliss, General Secretary, School Leaders Scotland  
Neil Shaw, Field Officer, School Leaders Scotland

15.15 – 15.30 **Open Forum**