

From Christophe Xavier Clivaz, Director
To SL Schools
Date April 2011
Subject Boarding House Workshop 19th & 20th May 2011

Dear All,
Please find below the programme regarding the next boarding house meeting that will take place:

Thursday 19th and Friday 20th May 2011
Collège Beau Soleil
1884 Villars-sur-Ollon
tel: 024 496 26 26

These presentations will be conducted by Mr. Mark Robinson and Mr. Alex Thomson from BSA
Please confirm your presence to info@swisslearning.com before 2nd May 2011.

PROGRAMME

Thursday 19th May 2011

3:30pm Welcome drink
3:45pm Workshop starts

• **Agenda**

➤ **Relationships with parents**

- ↪ Clarifying the role and relationship between boarding staff and parents
- ↪ Effective communication with parents,
- ↪ The process of induction; dealing with difficult or angry parents and complaints.

➤ **Preparation**

- ↪ Think about the different communication methods you use with parents to build rapport and some of the times and reasons why communication has broken down.

18:00pm Discussion regarding new staff induction

- ↪ The schools directors and owners have asked us to put together an induction programme for all new staff coming to Switzerland
- ↪ The objective is to finalize the programme and that it is accepted by the Boarding House Directors.

19:30pm Group Dinner

- ↪ Hosted by *College Beau Soleil*

• **Accommodation –**

- ↪ **Hotel du Golf – CHF 124 breakfast included**
- ↪ Please confirm if you require a reservation as quickly as possible

Friday 20th May 2011

09:00am – 12:00pm

• **Agenda**

➤ **Managing yourself**

- ↪ Ways in which boarding staff can assess and rationalise their workloads
- ↪ Effective delegation strategies; prioritisation of tasks; styles of leadership.

➤ **Preparation**

- ↪ Look at the way you manage your work life balance currently. Where do the main conflicts and problems happen?

12:00pm – Visit Collège Beau Soleil

Geneva, April 2011