

Managing Difficult Situations


Pauline Turner

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WHAT IS A DIFFICULT SITUATION?




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WITH WHOM COULD A DIFFICULT SITUATION OCCUR?



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List 5 Difficult Situations you have encountered.

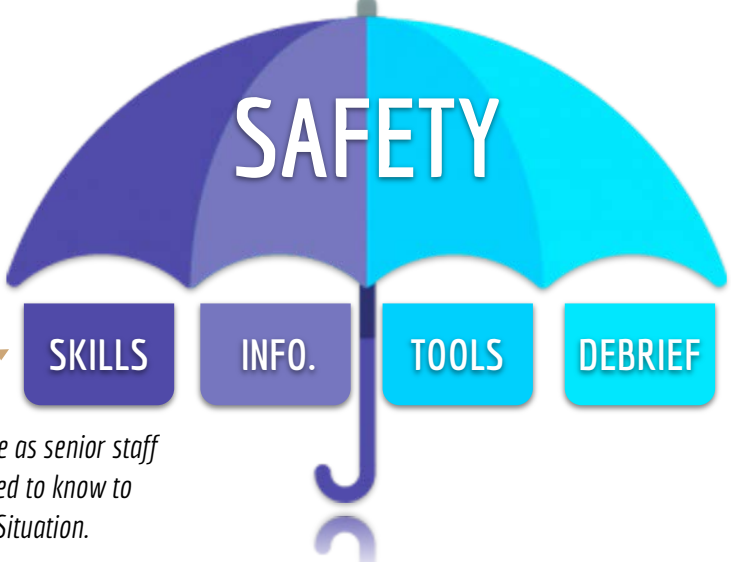
Pick One from your list and Discuss in groups of 3-4 what steps you took to manage this.

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Umbrella Skills






These are all the things we as senior staff in a boarding house need to know to manage a difficult Situation.

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WHAT DO SENIOR BOARDING STAFF NEED TO KNOW TO MANAGE DIFFICULT SITUATIONS? DISCUSS



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REFER TO NON-EXHAUSTIVE LIST!

I HAVEN'T FINISHED THIS PART YET....

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DEBRIEF, EVALUATION, RESOURCES & FOLLOW UP

- Help Lines
- School Approved Counselling Services

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AFTER ALL OF THIS:

Remember back to the difficult situation discussed earlier. Would you change anything about the way you managed it?

- Take a quiet moment to personally reflect on:
 - ways that you are good at managing difficult situations
 - areas where you could improve

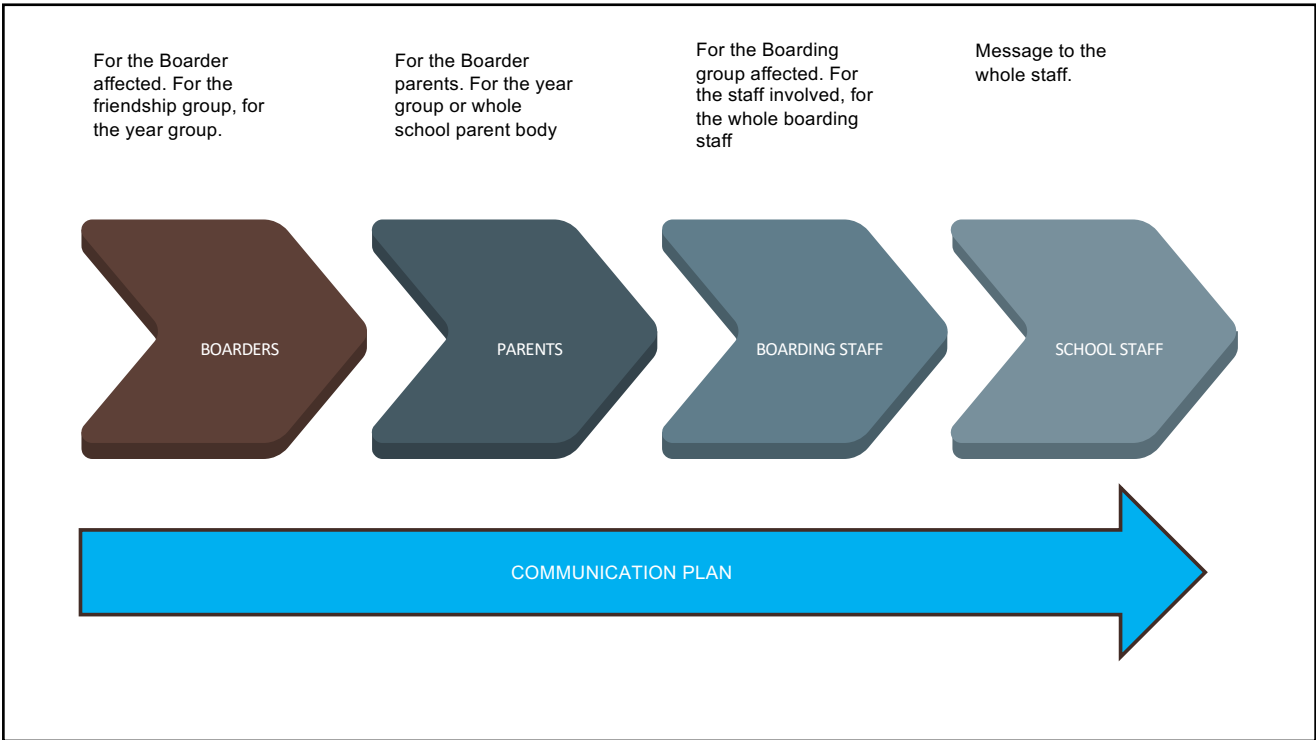
CRISIS MANAGEMENT



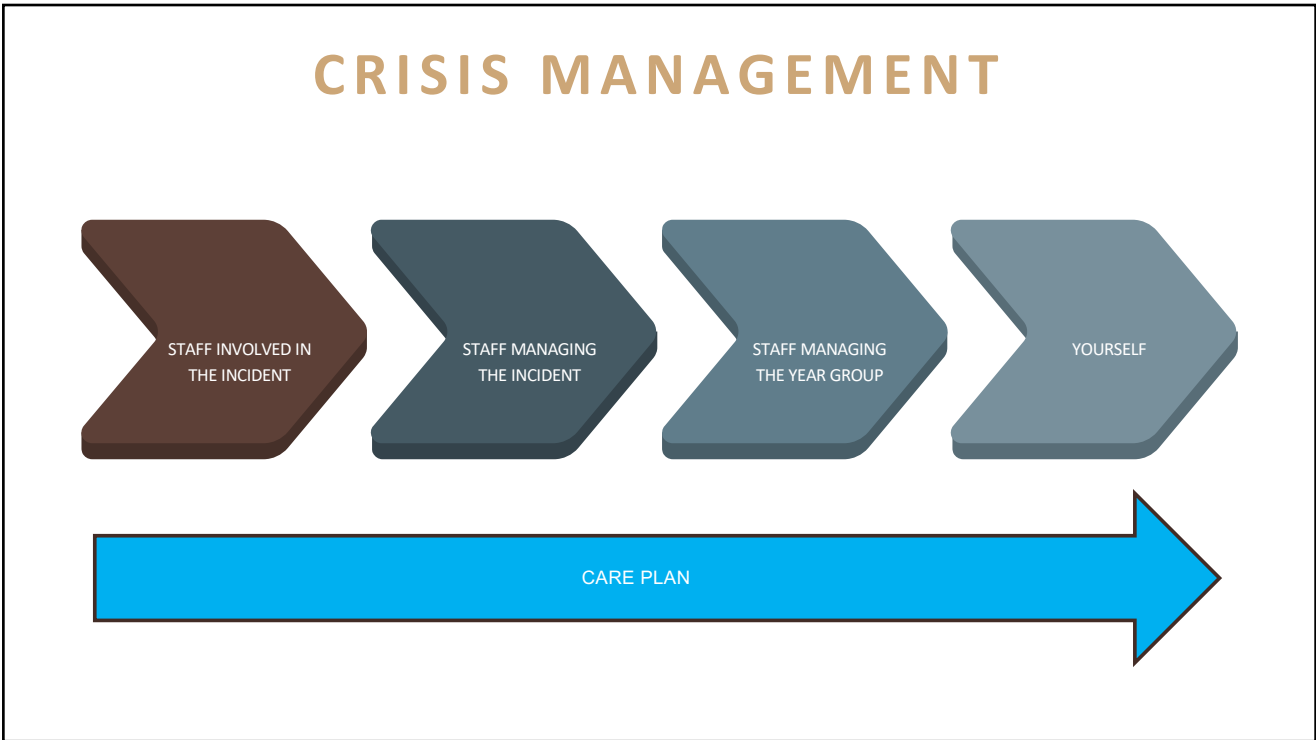
An incident may be deemed critical if it is likely to cause significant personal illness or injury, substantial impact to operations and commercial prospects, a degradation of reputation, or lead to an impact on the wider community. A critical incident will generally need to be managed by the senior management team of the School due to the resourcing requirements and decisions required.

A situation or occurrence that happens unexpectedly and demands immediate action. An emergency can generally be managed with local resources, such as the Emergency Control Organisation and security, however may require the support of Emergency Services.





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