

SCHOOL BUSINESS PARTNER



Introduction

I created School Business Partner in 2016, after having worked in the world of education since 2003 as a School Business Professional. We are a small education consultancy specialising in three areas:

- Effective resource management – helping schools get the best outcomes for young people through the maximising of resources
- Governance support – training, facilitation, and clerking services for school governing bodies
- Coaching, facilitation, training – for senior leaders/managers working in education



Coaching is a distinct offer through our business but also an underpinning philosophy and approach to everything we do. Our strap line is – ‘learning; growth; success’ which is the vision that we have for education and for each individual as we support people in exploring and growing into their unique potential. For over 30 years I have held roles at a middle and senior level in operational management of large and or complex organisations including the civil service, NHS, financial services, and latterly education. Towards the end of 2015 I decided to step out of secure role into consultancy, sensing a need to reach out for a better work-life balance and to take back some control of my life. Around that time a private individual who was training as a coach offered his services on a pro-bono basis. I took him up on his offer using the coaching sessions to plan my move into consultancy. Through doing this I made some important discoveries. Firstly, that I loved everything about coaching and secondly that I had for most of my career (unwittingly) been coaching others. Shortly after stepping into consultancy, I qualified as a Personal and Business Coach through the University of Chester and Barefoot Coaching. I now coach mainly, but not exclusively, senior leaders in education. Areas of focus tend to be leadership approach and impact, career management and personal effectiveness. My initial coach training drew from the various models and theories available from the areas of Behavioural Psychology. Where this serves my clients well, I will often find myself helping clients to explore and use models offered by Transactional Analysis and Neuro Linguistic Planning.

SCHOOL BUSINESS PARTNER TRAINING OFFER FOR 2024/25

Over the last 8 years I have developed a range of workshops for my clients which can be adapted for most settings and can be delivered as a short talk, half day or full day training.

They focus upon various aspects of leadership and management with the intention of creating a lasting positive impact upon our practice as leaders.

Leadership and Management

Effective management of formal complaints

An overview of schools and academies statutory responsibilities in relation to formal complaints handling. Also looking at how formal complaints can be used as a key tool in stakeholder engagement and school improvement.

It will give guidance around how schools and academies can meet their statutory obligations in relation to formal complaints. How complaints can be used to support school improvement, drive stakeholder engagement and create positive and inclusive school culture/ethos. The course will include hints and tips on good practice and also highlight the common mistakes schools and academies can make when handling complaints.

Emotional intelligence

In this masterclass, we explore the concept of Emotional Intelligence (EIQ) and its pivotal role in shaping a successful life and effective leadership. Backed by the insights of experts like Peter Salovey, John Mayer, Goleman, Bradberry, and Greaves, we dive into the practical applications of emotional intelligence, dissecting its various facets. Emotional intelligence, as defined by Salovey and Mayer, involves the ability to monitor one's own and others' emotions, discriminate between different emotions, and use this emotional information to guide thoughts and behaviour. The course aims to unpack this theory and shed light on how managing and leading with emotional intelligence can significantly impact personal and professional relationships. We'll explore how organisations with high emotional intelligence levels experience tangible benefits such as reduced sickness absence, improved staff recruitment, and enhanced retention rates. The focus is on understanding

the real-world implications of emotional intelligence, fostering improved morale and overall effectiveness.

Resilience

What is resilience – ‘the psychological strength to deal with stress and hardships. This masterclass is crafted to empower leaders in cultivating and leading with resilience, fostering resilient teams, and establishing robust systems. In the crucible of the COVID-19 pandemic, school leaders and staff found themselves navigating unprecedented challenges, calling upon their personal resilience. The educational system as a whole underwent immense pressure, revealing the need for organizational resilience. As we transition into the post-pandemic era, understanding resilience becomes paramount. This masterclass delves into various models and theories of resilience, derived from both social and psychological research. Beyond exploring personal resilience, it delves into the realm of organisational/system resilience, equipping participants with insights on how to cultivate better resilience individually and within their broader systems.

Effective performance management and appraisals for support staff

Looking at the theoretical model of performance management as a tool to drive organisational effectiveness and employee engagement. Exploring tools and techniques for engaging professional support staff in performance management. Many support staff find engaging with the activities of reflecting upon personal performance and development (CPD) quite challenging. This training will explore the reasons for this and will offer tools and techniques to help drive higher levels of engagement and better outcomes.

Stakeholder engagement

Educational research shows a clear link between high levels of community engagement and pupil progress and attainment. Stakeholder engagement also drives and supports schools self-generated income and pupil recruitment.

Discover how you can measure and generate higher levels of community engagement. How to define key stakeholders and how to differentiate your interactions with different groups.

Leadership styles and approaches

An overview of leadership theories, with particular focus on situational leadership. Looking at the differences between leadership and management. Using case studies to apply leadership behaviours in the workplace.

Coaching skills for line managers

A workshop for staff with line management responsibility.

There is a growing recognition in the public sector and within industry that having a ‘Coaching Culture’ in your organisation leads to higher levels of staff wellbeing and also increased levels of productivity and effectiveness. Having line managers who can use coaching skills in their daily roles is a key component of having a coaching culture and schools are no different. See <https://coachfederation.org/research/building-a-coaching-culture> for further details.

The workshop will give staff who manage staff in school, an overview of coaching skills and how these can be applied to day to day working relationships and conversations.

Covering the following topics.

- What is coaching – looking at a range of definitions and how this differs from mentoring/training/consulting/counselling
- Listening to encourage thinking.
- Powerful questioning
- Use of paraphrasing and summarising
- Effective use of feedback
- Different coaching models
- Practical exercises and tips to take back to the workplace.

This is an interactive workshop which is a mixture of taught theory and practical application. Delegates will practice coaching skills on each other. We will hopefully have fun and inspire each other to put coaching skills into practice back at school.

Creating a coaching culture

An interactive workshop including: -

- What is coaching?
- Coaching models
- Coaching culture and prevailing cultures
- Return on Investment - how schools look, feel and operate as a coaching culture.
- How to introduce a coaching culture
- Coaching skills

Wellbeing

Managing stress and anxiety

Purpose – to create a safe space in which people can develop a deeper understanding of the source of stress and anxiety, to understand their impact upon the whole person and to develop practical strategies and techniques to manage our own stress and anxiety.

Key concepts which will be explored:

- The stress curve.
- The stress bucket.
- Impacts of heightened stress levels on overall health
- 3 approaches to stress management – stressors (stimulus), signs of strain (response), transactional (making positive choices/intervening)

- Rational Emotive Behaviour therapy – ABC (Albert Ellis)
- Beliefs, language and how this affects our response to events.
- Mindfulness – sharing techniques which anyone can use which help to reduce stress and anxiety levels.

Wellbeing – finding your why in the midst of your what.

Explore the diverse theories of wellbeing and enrich your personal understanding in this insightful masterclass. Discover practical tips and techniques to navigate your own wellbeing journey while also gaining tools to support your colleagues. Wellbeing is frequently equated with happiness or satisfaction, but the reality is that we won't always be in a state of constant joy or contentment. However, maintaining robust levels of wellbeing is possible even in challenging circumstances. This masterclass aims to expand your comprehension of wellbeing, emphasising that it extends beyond a perpetual smile on your face. Drawing inspiration from the profound insights of Victor Frankl and Martin Seligman, unravel the intricacies of wellbeing, allowing you to cultivate a personalised understanding. Equip yourself with practical techniques applicable not only in your personal life but also in your professional realm, especially in addressing the mental health and wellbeing priorities outlined by the Department for Education (DfE) in schools. Join us for an enlightening journey that goes beyond the surface and equips you with a nuanced understanding of wellbeing—essential knowledge for both personal growth and supporting your colleagues in fostering a culture of wellbeing in educational settings.

School and Trust Governance

Introduction to effective questioning for governors

Effective questioning is one of several tools available to governors and trustees when exercising their role of holding executive leaders to account for the performance of their institutions.

Unfortunately, too often this is not done effectively with governors either being too empathetic or conversely overly critical.

In this workshop we will explore:

- The purpose of effective questioning
- How data can be used to formulate effective lines of enquiry
- How questions can be used well during governor visits into schools
- Modelling effective questioning.

Governor safeguarding responsibilities

*Governing boards have a strategic leadership responsibility for their school's or college's safeguarding arrangements and **must** ensure that they comply with their duties under legislation.*

*They **must** have regard to this guidance, ensuring policies, procedures and training in their schools or colleges are effective and comply with the law at all times' Keeping Children Safe in Educations 2023.*

The workshop explores what should be in place in a school setting and how governors and trustees can seek assurances that the measures in place are effective.

An introduction to school governance

Designed for those who are new to the governor/trustee role. Looking at different governance structures, being strategic rather than operational, what effective governance looks like.

Clerk / Governance Professional Induction

An overview of the role and responsibilities of the clerk to the governing board or governance professional.

Whilst written from the point of view of the job holder other school staff and governors will find this useful.

The workshop covers:

- How governance is constituted in different settings
- Legal and regulatory requirements
- Skills and competencies for the role
- Practical aspects of the role such as agenda setting

Whole School

Getting the most out of meetings

The magic to a great meeting is all of the work which is done beforehand – Bill Russell

A well-crafted and well-run meeting can achieve a great deal. But how often do we find ourselves in a meeting like that! We explore together the purpose of meetings, how they can be structured and run to maximum benefit.



With lots of practical tips to take away and implement in your settings.

How to run a successful open event

Schools and colleges regularly open their doors to key stakeholders throughout the year. This might be for student recruitment events, fundraisers or student performances.

This workshop will cover how to plan effectively and how to ensure that follow up after the event maximises the benefits from the event.

Learning to silence your inner saboteur.

In this workshop you will learn:

- What impostor syndrome is
- How this can affect all aspects of your life
- Practical tips and techniques to overcome negative thoughts.
- How you can live an authentic life

Effective time and task management

We all have the same amount of time in a day, week, month and year. Yet there are colleagues who seem to get so much more done than we do in the same time. What's their secret?

In this workshop we will cover:

- The four quadrants of time
- Effective planning – tools and techniques
- Self-sabotaging behaviour
- Links to stress and wellbeing

Financial Management

Salary reconciliations

Looking at the principles and processes around monthly salary reconciliation. Examining how the monthly payroll report relates to contracts of employment and budget forecasts. Taking away tips and techniques for effective controls in relation to staffing spend and budgeting.

Income generation

In this workshop we will examine:

- What self-generated income is
- Why it's a good thing.
- The purpose of self-generated income
- Case studies



School improvement through effective financial strategy

The workshop will cover:

- The purpose of the school budget
- Hidden costs and opportunity costs
- Costed school improvement plans.
- Sources of external funding

Testimonials

We were delighted that Andrew Blench from SBP was able to deliver a series of leadership and management training sessions for our professional services colleagues. Andrew took colleagues through the leadership styles they might employ in their daily work, using relevant scenarios to exemplify and promote debate. Colleagues thoroughly enjoyed the interactive training and felt that their needs as professionals were being recognised, whilst they were being challenged in a series of safe and supportive sessions. Andrew's work has encouraged our colleagues to develop and extend the strategies they now deploy, in working with other colleagues, through our line management structures. We would wholeheartedly endorse Andrew's work, in developing training programmes that are interactive, informative and enjoyable.

David Naisbitt
CEO Inspire Learning Trust

"Andrew was really great at listening, and shared great perspective about my situation. He asked questions that furthered my thinking and widened my thought process. This has been incredibly helpful and given me a much-needed confidence boost."

Amy – coaching client

Charges

Short talk/presentation from £120 plus vat

Half day workshop from £240 plus vat

Full day workshop from £480 plus vat

Often workshops can be combined with 1-2-1 coaching sessions as part of a full day.