

Strategic Discussion: Quality Staff: Staff who are involved, personable, warm and welcoming

Statement: Our staff are the primary source of contact families and children have with our Association, therefore it is important they recognise every interaction they have with a family influences parents decisions to select and retain kindergarten as their primary ECE provider. It is therefore of the highest importance that our staff are involved, personable, warm and welcoming. Children rely on our staff to be consistent in their interactions daily, to ensure and foster their sense of safety, trust and well being.

Area	Ensure:	Further Initiatives to be explored
Strategies	<ul style="list-style-type: none"> • Recruitment focuses on these qualities when selecting future employees • Consideration of the impacts of aging demographics & support needed by employees at various stages of their working lives • Teacher registration process supports new teachers • All employees are aware of the Board's expectations • Commitment to 100% trained teachers supports a good working environment, qualified colleagues are able to share responsibilities 	
Staff	<ul style="list-style-type: none"> • Awareness that first impressions count – negative impacts of having an 'off' day affects parents, colleagues & children • Employees are aware of the Board's view it is important to: <ul style="list-style-type: none"> - use parents & children's names, - acknowledge families as they arrive & depart, - warmth is used when answering the phones, - demonstrate empathy, - create social opportunities for whanau (families), - kindergartens are inviting & appealing - be helpful to parents – going the extra mile - newsletters are informative, friendly - parents are made to feel welcome to spend time with their children at kindergarten - focus on quality relationships – between colleagues, families & children • Self reflection & awareness of how our actions affect others is occurring, learning opportunities are identified 	
Board engagement	<ul style="list-style-type: none"> • Commitment to appropriately qualified staff for ALL positions • Ensuring employees needs are met • Ensuring systems are in place to support employees to meet their expectations 	
PD	<ul style="list-style-type: none"> • Professional development will emphasise the importance of employees in successfully marketing their kindergarten or PAFT service & in making these qualities visible to all • Professional development is made available for dealing appropriately with relationship issues, team dynamics, good communication & leadership 	
Management	<ul style="list-style-type: none"> • Pastoral care of employees is evident • Professional supervision – measures, monitoring systems in place, quality reports of observations by Education Managers assist employees to develop/maintain quality interactions with families, children and colleagues • Robust appraisal processes are in place to ensure professional standards are met and maintained 	

	<ul style="list-style-type: none">• Model behaviours of inclusiveness & warmth• Care, fairness & good consultation processes are in place to support empoloyees facing the possibility of redundancy or partial redundancy	
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