

STAFF TRAINING

ENQUIRIES TO CONVERSIONS

FIRST IMPRESSIONS

Divide the team into their areas, this could be by room for a nursery school or by learning area for a smaller playgroup setting. Give each sub team 15 minutes to consider the first impressions visitors may have when visiting their room or area. Give them large pieces of paper and a red and green pen. In red they should list the things that create a negative impression and in green the things that create a positive impression. Allow each team time to visit the other areas and give their impressions and ideas. Once each team has a comprehensive list an action plan should be created to overcome any negative impressions.

E. G. The completed artwork is right by the door and is messy and looks uncared for. Action - find a way to celebrate and store children's artwork more effectively.



THE INDIVIDUAL CHILD

Every family and every child is unique and no family will want their child being just another number. When families are looking around it is imperative that they and their child feel that their individual requirements will be understood and catered for.

As a whole team work together to Brainstorm how to make a family feel heard and appreciated when they are on a visit. Think about...

1. Greet the child by name and know some basic interests of the child before show around
2. Have a spare staff member (especially in the relevant age group) available to talk to the family

Another great activity to get your team in the mindset of the child is to have them look around their environment at child height. On hands and knees ask your team to explore the environment while you walk around them at full height. Afterwards ask them how they felt, what was good about the environment and what needs to change.

UNFORGETTABLE

Your team should know they are the best team to look after every child. For this activity you will need a doll and your team gathered together. Each staff member will take turns to introduce themselves to the doll and give one reason why they are the best person to look after them e.g. 'My name is Mandy and I should look after you because I do the best voices when telling a story' or 'Hi my name is Mo and I am the best at playing in the home corner'. This activity will remind your team why every visiting family should choose your setting!

