

LIRE Supporting Leadership



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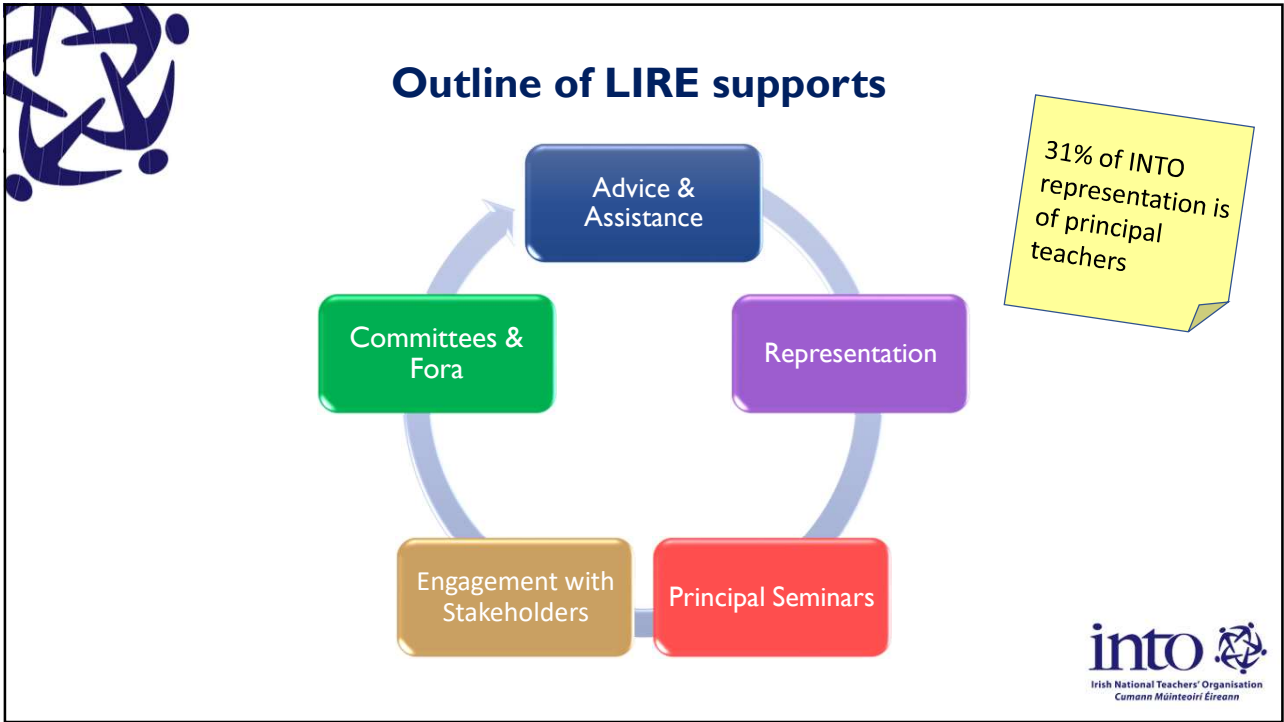
Muireann Foynes,
Official



Overview

- Outline of Legal, Industrial Relations and Equality (LIRE) supports
- Managing conflict and leading resolution at a local level
- Focus on practical scenarios
 - Internal conflict: staff relations
 - Parental complaints





Remit of LIRE

Appointment Procedures	Employment Contracts	Teaching Council Matters
Fitness to Teach	School Admissions	Pupil Matters
Child Protection	Health & Safety	GDPR
Staff Relations	Parental Complaints	Disciplinary Procedures

into
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Managing conflict and leading resolution at a local level

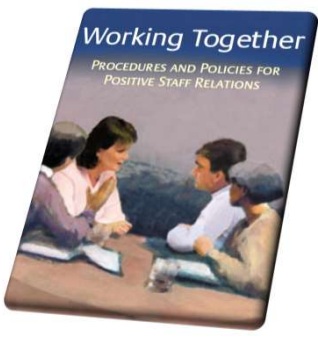


- “Prevention is better than the cure”
- Proactive engagement
- Solution focused


Leading resolution of staff relations difficulties



Working Together



	Staff relations	Bullying/ Harassment	Grievance
Scope of Procedure	To address difficulties or issues between teaching colleagues	To address adult bullying, sexual harassment or harassment	To address breaches of school rule, policies, procedures or practices
Stage 1	Informally address matters between the parties in a constructive manner	Decide to address matters and record the pattern of behaviour	Discuss the grievance with the principal to resolve matter(s)
Stage 2	Principal to hear the parties and seek to resolve the difficulty	Informally address the problem with the other party	Discuss the grievance with the chairperson to resolve matter(s)
Stage 3	External intervention/ mediation process to resolve matters	Principal teacher or Chairperson of the BOM to intervene and resolve	Hearing of the BOM to resolve by conciliation
Stage 4	Formally address matters with the BOM	Investigation and findings by the BOM	Appeal of the BOM decision to the Independent Tribunal




Procedure to address staff relations difficulties

As Principal, you are approached by Ms Jones, a teacher in your school, who wishes to address staff relations difficulties with Ms Martin, the deputy principal. What should you do?







Initial Approach

Objective

Impartial


INTO

Working Together

EAS*

Available, where required and if appropriate

*Employee Assistance Service – Spectrum.Life



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Further engagement...

About a month later Ms Jones approaches you with a request to engage on the matter at Stage 2 of the Staff Relations Procedure...


Stage 1

→

Stage 2



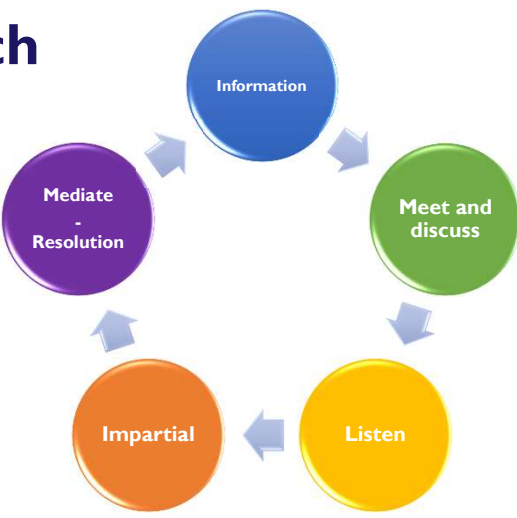
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Further Approach

Like the initial approach, be fair and impartial


- Be calm, measured and attentive to both parties
- Albeit one party is deputy principal, they are both equal in terms of the staff relations procedure
- Agreed record of resolution and timeframe
- As a facilitator, be solution focussed



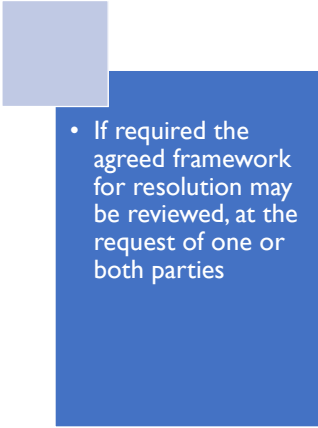
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graph TD; Information --> Meet_and_discuss[Meet and discuss]; Meet_and_discuss --> Listen; Listen --> Impartial; Impartial --> Mediate_Resolution[Mediate - Resolution]; Mediate_Resolution --> Information;
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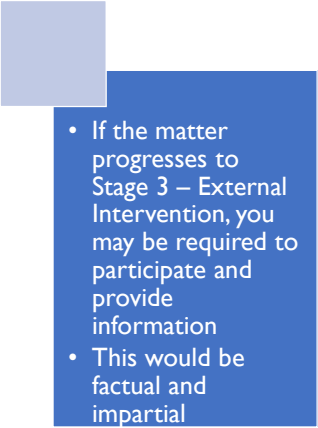
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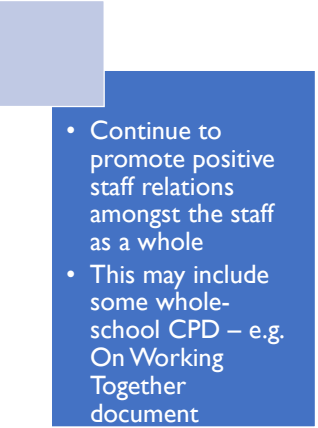
Thereafter...




- If required the agreed framework for resolution may be reviewed, at the request of one or both parties



- If the matter progresses to Stage 3 – External Intervention, you may be required to participate and provide information
- This would be factual and impartial



- Continue to promote positive staff relations amongst the staff as a whole
- This may include some whole-school CPD – e.g. On Working Together document



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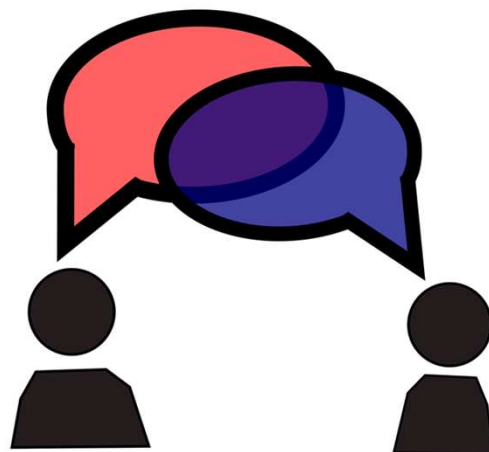
Leading resolution of parental complaints



Verbal parental complaint

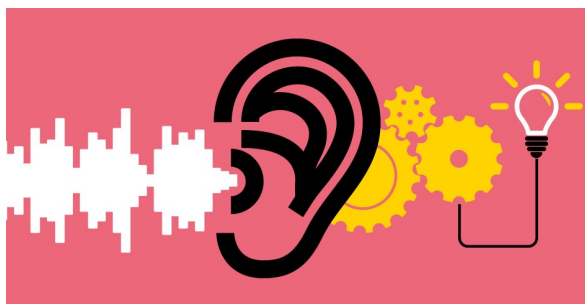
Mrs Kingston is unhappy with how a teacher is interacting with their child and approaches you, as Principal, wishing for their child to be moved from the teacher's class...

What can you do?





Verbal parental complaint



- Communication
- Focus on resolution
- Parental Complaints Procedure
- Ensure you and teachers are familiar with PCP
- Support – INTO, EAS



Complaint in writing



- Mrs Kingston makes written complaint – what now?
- Redirect to Stage 1.2
- She then states she has no faith in PCP, disengages – what next?
- Local measures should be exhausted
- PCP to be followed in order



How can INTO assist?

HELP

ASSISTANCE

SUPPORT

TIPS

GUIDANCE

ADVICE



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Key Takeaways



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