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Today's Learning Objectives...

- 1. ENROLLMENT PROCESS AND BENEFITS**
Understand the enrollment process, key ways to help build enrollment, and why it benefits them.
- 2. FULL ENROLLMENT AND IMPACT**
Learn the importance of full enrollment and the great impact that they have on it.
- 3. RESILIENCY AND WELLNESS**
Build resiliency and wellness through personal and professional goal setting and promoting collaboration as a team.
- 4. CONFIDENCE BUILDING**
Gain confidence by building positive relationships, learning how to have hard conversations, and developing strong customer service skills.

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Teachers Supporting Full Enrollment



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Enrollment is Essential & Important

- The Need
- The Mission
- Your Why



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Teacher Impact on Enrollment



- Achieving your Mission
- It takes a Village!
- Direct impact on the Future



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Teachers as Part of Enrollment

- 1st Impressions
- Engaging Tours
- Phone Skills



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How Enrollment Benefits Teachers



- Transparency is Key
- Set Measurable and Achievable Goals
- Importance of Retention



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Creative Ways for Teachers to Help

- Referral Business Cards
- Tour Welcome & Gift
- Review Request



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Building Strong Relationships with Parents



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The Importance of Parent/Family Communication, and How to Start with a Great Foundation.

- Strong school-family relationships contribute to children's overall development, and create supportive environments for both the children and our teachers.
- Parent communication plays a critical role in building those strong relationships.
- Good communication with families can significantly reduce conflict and help ensure that customers have a good experience with our program.



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Start with a Great Foundation

- Policies to cover prior to enrollment.
- Payment Expectations
- Pick up/Drop off Expectations
- Illness Policy
- School Calendar/Holiday Closures
- Behavioral Expectations - Potty Training, Biting, and Nap Policies.
- Curriculum/Learning Philosophy
- Treatment of Center Employees
- Parent Communication
- Social Media Policies
- Realistic Expectations for Group Care



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The Strengths and Needs of our Current Workforce

Skill	Strengths	Needs
Communication	Highly Connected/Proficient on Digital Platforms	Face-to-Face Communication Active Listening Professional Writing Skills
Emotional Intelligence	Recognize Own Emotions	Empathy for Others Social-Awareness
Professionalism	Proficient with Social Media Marketing Creativity Education	Workplace Etiquette Respectful Behavior Dependability
Leadership	Ambitious Entrepreneurial	Decision Making Conflict Resolution Longevity/Commitment



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Training Resources for Interpersonal Skills

- Online Courses
- Workshops
- Coaching and Mentoring Programs
- Books, Publications, Webinars and Podcasts
- By Example- Great Communication Trickles from the Top Down!



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Difficult Conversations



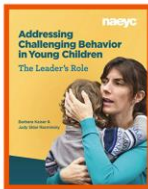
Difficult conversations may include but is not limited to topics such as;

- Challenging Behaviors
- Developmental Concerns
- Suspected Abuse/Neglect
- Negative Parent Behaviors

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Key guidelines teachers must understand when having difficult conversations:

- Investigate/Observe Thoroughly
- Choose the Right Time and the Right Setting
- Empathetic and Non-Judgmental
- Positive Language
- Be Specific and Objective
- Share Observations Not Opinions
- Seek Parent Input
- Discuss Developmental Norms
- Offer Solutions and Strategies
- Create an Action Plan Together
- Ongoing Communication
- Offer Resources
- Reassure and Support



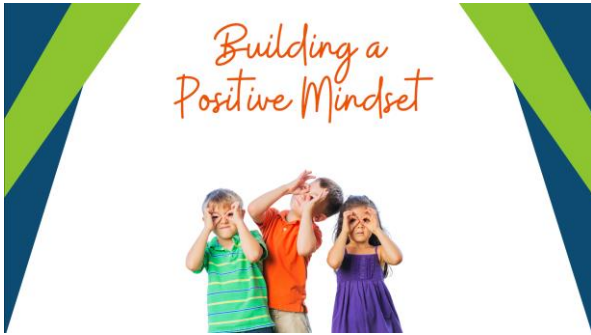
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The C's of Great Communication



- Clear expectations
- Connect with parents on a consistent basis.
- Create a culture that encourages feedback.
- Cultivate relationships built on respect and trust.

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Building Resiliency and Wellness from Within

- Develop a Valuable Support System
 - Social Media
 - Connections and Gatherings
 - Quarterly Experiences
 - Annual Conferences
- Find the Positive in Everything
 - Positivity is a Discipline
 - Spaghetti Days
- Keys to a Self Care Plan
 - Miracle Morning
 - Gratitude Journal
 - Affirmations
 - Just One Thing

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Goal Setting

Why we Avoid Goal Setting

- Fear
- Lack of clarity
- Being Too Comfortable

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Personal Rating...

On a scale of 1-5
(1 being NOT in a Good Place and 5 being in the BEST Place)

Rate yourself on the following:

- Health
- Love
- Family
- Friends
- Purpose
- Financially
- Spiritually



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Personal Goal Setting

Find Clarity

- Be honest
 - What is really holding you back
 - What negatives do you tell yourself
- Take out the trash
- Go back to that list where you rated yourself and pick the top 1 thing you want to work on in the next 90 days
- Write it down as a measurable



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Professional Rating...

On a scale of 1-5
(1 being NOT in a Good Place and 5 being in the BEST Place)

Rate yourself on the following:

- Commitment
- Passion
- Skills
- Knowledge
- Professional
- Development/Growth
- Adaptability
- Ability to connect with others



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Professional Goal Setting



Find Clarity

- Be honest
 - Where are your strengths?
 - Where are your weaknesses?
 - Are you in the right seat?
- Take out the trash
- Go back to that list where you rated yourself and pick the top 1 thing you want to work on in the next 90 days
- Write it down as a measurable

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The Power of Collaboration as a Team

- Prioritizing building relationships
- Parents
- Co-Workers - Have a Sense of Humor
- Trust the Feedback
- Why get Feedback?
- Feedback as Motivation



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"Building a positive mindset is a choice. You have to choose to make POSITIVE progress each day."

~ Coach Jen Slavin

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Leveraging Mentoring and Coaching for Growth

Relationships are the cornerstone of effective leadership development. Strong connections foster trust, collaboration, and loyalty within teams.



- Mentoring- Sharing knowledge, experiences, and advice to help mentees navigate their career paths.
- Coaching- Empowering individuals to unlock their potential, set goals, and overcome challenges.
- Both approaches are invaluable for nurturing leadership skills, fostering self-awareness, and building confidence.

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Key Skills for Effective Mentoring and Coaching

- Active Listening
- Awareness
- Empath
- Feedback
- Goal Setting
- Accountability



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Motivators vs. Demotivators, and Strategies

Motivator	Demotivator	Strategies
Accountability	Inconsistent enforcement of policies	Consistent enforcement of policies and procedures. Simple and Consistent
Recognition and Appreciation	Lack of recognition	Knowing teams strengths and needs Languages of appreciation
Opportunities for Growth and Development	Limited growth opportunities	Career Ladder Professional development Incentives
Autonomy	Micromanagement	Invite new ideas and delegate
Meaningful Work	Lack of Vision and Purpose	Help them identify their purpose & vision.
Positive Work Environment	Toxic work environment	Staff Surveys to identify and fix culture gaps Deal with the Energy Vampires
Team Collaboration	Lack of Connection to Team members	Team building activities
Work-Life Balance	Stress and Burnout	Re-examine staffing budget. Small changes can have a big impact.
Clear Expectations and Feedback	Unclear expectations Inadequate communication	Proper onboarding, staff one-on-ones Annual evaluations
Fair Compensation and Benefits	Low pay/benefits Inconsistent raises	Goal based raises Get creative with benefits!

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Leadership Books to Improve Culture

"Help Others Achieve Their Dreams and You Will Achieve Yours". - Les Brown

Books:

- The Energy Bus -John Gordon
- Start with Why -Simon Sinek
- The 5 Languages of Appreciation in the Workplace -Gary Chapman
- Leaders Eat Last -Simon Sinek
- Grit - Angela Duckworth
- Dare to Lead -Brene Brown
- Radical Candor -Kim Scott
- Leadershift -John Maxwell



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