

Testimonials



JFS is Fantastic!

It's great to have a service that understands the challenges of ESS and genuinely wants to help me, help my team create a remarkable reputation for the School.

Business Manager



Best PD I've ever attended!

I usually hate going to group training but Cate made me feel so welcome and I gained heaps of tips and got to know our team much better.

Attendee



ESS love JFS

My team voluntarily came to me after the session and not only thanked me, but asked when the next session is. This has never happened before and I've been sourcing PD for 15+ years!

Business Manager



The Book is an excellent resource

Cate Schreck's book 'The A - Z of Service Excellence' is exactly what ESS need to not only survive, but thrive in their role. All ESS have a copy as does our library - a great resource for job seeking students.

Principal



CONTACT US TODAY

PHONE

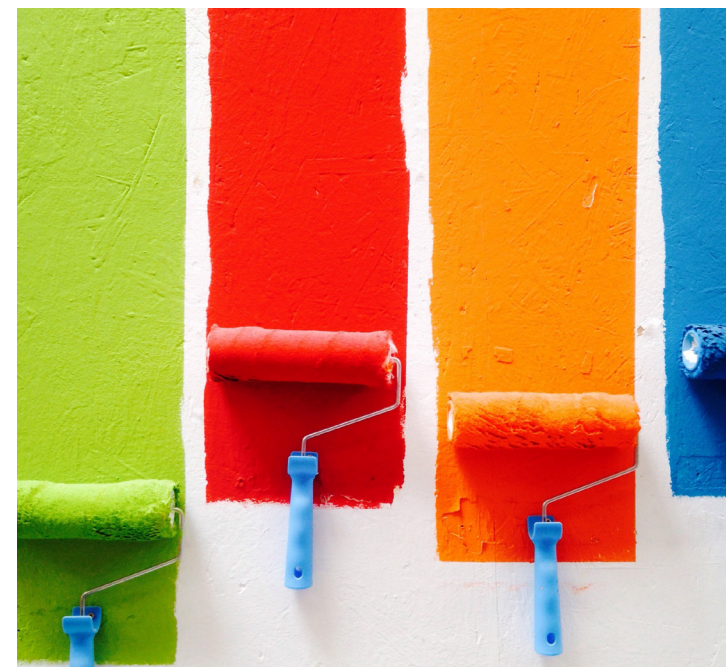
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***PD for
Education Support Staff***





We Know You

Just For Schools (JFS) have been supporting Schools since 2012 and we know you face 3 challenges:

Time

You have limited opportunities to bring ESS together and limited time in your day to search for and find the best training providers.

Content

You are unsure what topics will meet the needs of a diverse range of ESS and will be worth the investment of time and money.

Quality

You find it difficult to locate training providers that deliver programs specific to ESS and that ESS love to attend.

JFS are a team of highly skilled trainers and facilitators who work with you to educate and motivate ESS to work together in harmony and provide excellent service all School year.

JFS have what you need to help your team succeed.



Face 2 Face Onsite Group Training

Group training allows your team to hear from an expert who will provide them with practical skills that leave ESS feeling valued and motivated to create a remarkable reputation for the School.

Example Topics:

- Face to Face/Telephone Excellence
- Dealing with Difficult People
- Teamwork at Work
- Understanding & Reducing Stress
- The Power of Positivity
- Handling Complaints/Objections
- Prioritising/Getting Things Done
- Effective Meetings
- Presentation Skills
- Customer Service Boot Camp
- Assertiveness at Work
- Human Behavioural Styles
- Setting PDP Goals
- Job Apps & Interview Skills
- Word, Excel & Powerpoint



Guest Speaking

We can speak to your audience on a range of team work, leadership and customer service topics

Book us to come and speak at your Meeting/Conference.



Online Resources

*Want to improve teamwork now?
Want positive staff all year?
Want more time to do your work?
Want less complaints?*

You need to get into The Zone

THE SERVICE EXCELLENCE ZONE

The Zone is...

- An online resource centre accessible via a 12 month Membership.
- A cost and time effective way to provide regular professional development for ESS.
- Packed with videos, activities & resources to educate and motivate your team all year.
- Perfect to include in your new staff induction process.
- Easy to use and includes support from JFS.



Leadership Programs

Whether you are an aspiring, new or existing leader you will benefit greatly from PD that is just for you.

Contact us now to find out more about our tailored leadership programs.