

Departmental Head (DH) as Relationship Manager / Liaison Officer

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DIE VERANDERING IN ONDERWYS
THE CHANGE IN EDUCATION

To lead people, walk beside them.
As for the best leaders,
the people do not notice their existence ...
When the best leader's work is done,
the people say,
'We did it ourselves!'

– Lao Tsu (Chinese philosopher)

Introduction

- Roles and responsibilities of the DH(PAM)
- Responsibilities in practice
- Emotional Intelligence (EQ)
- Know your teachers
- Communication
- Paper trail
- Managing problem teachers

Roles and responsibilities

- ✓ Class teaching
- ✓ Effective functioning of his/her department
- ✓ In charge of all subjects/learning areas in his department
- ✓ Create, in partnership with all teachers in his/her department, assessment plans and work plans
- ✓ Guidance in didactical processes
- ✓ Control all work of teachers and learners
- ✓ Advise principal on division of work among staff in his/her department
- ✓ Good communication in his/her department

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Responsibilities in practice

- Start the year with a subject meeting
- Clear division of work per subject per grade (especially those sharing subjects)
- Set a plan for subject meetings, moderation and assessment
- Year plan for class visit (official and walk in)
- Set dates for book control
- Mentorship program for newly appointed teachers
- Be the example of good planning, punctuality and professionalism
- Treat all teachers the same



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Emotional Intelligence (EQ)

Definition:

Peter Salovey and John Mayer: "the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behaviour".



A diagram illustrating the components of Emotional Intelligence. A large red circle in the center contains the text "Emotional intelligence". Surrounding this central circle are five smaller circles, each containing a component: "Self awareness" (green), "Social skills" (blue), "Self regulation" (yellow), "Motivation" (purple), and "Empathy" (red). The background on the left features a dark blue abstract design with geometric shapes and a curved white line separating it from the diagram.

**Self
awareness**

**Emotional
intelligence**

**Social
skills**

**Self
regulation**

Motivation

Empathy

DO'S

- This is a peoples business
- Know wat happens in the lives of you teachers
- Line function – keep teachers safe
- Do something special when having formal departmental meetings
- We are pressed for time but try to organize social activities for your teachers to interact outside the work relationship
- Have a “Once a term a birthday function” for the teachers in your department
- Have pop-in class visits just to give a thumbs-up



Know your teachers

- ✓ Hardworking teachers
- ✓ Good discipline
- ✓ Administratively sound
- ✓ Strong academically
- ✓ EQ
- ✓ Personal issues in control
- ✓ Good planning



Communication

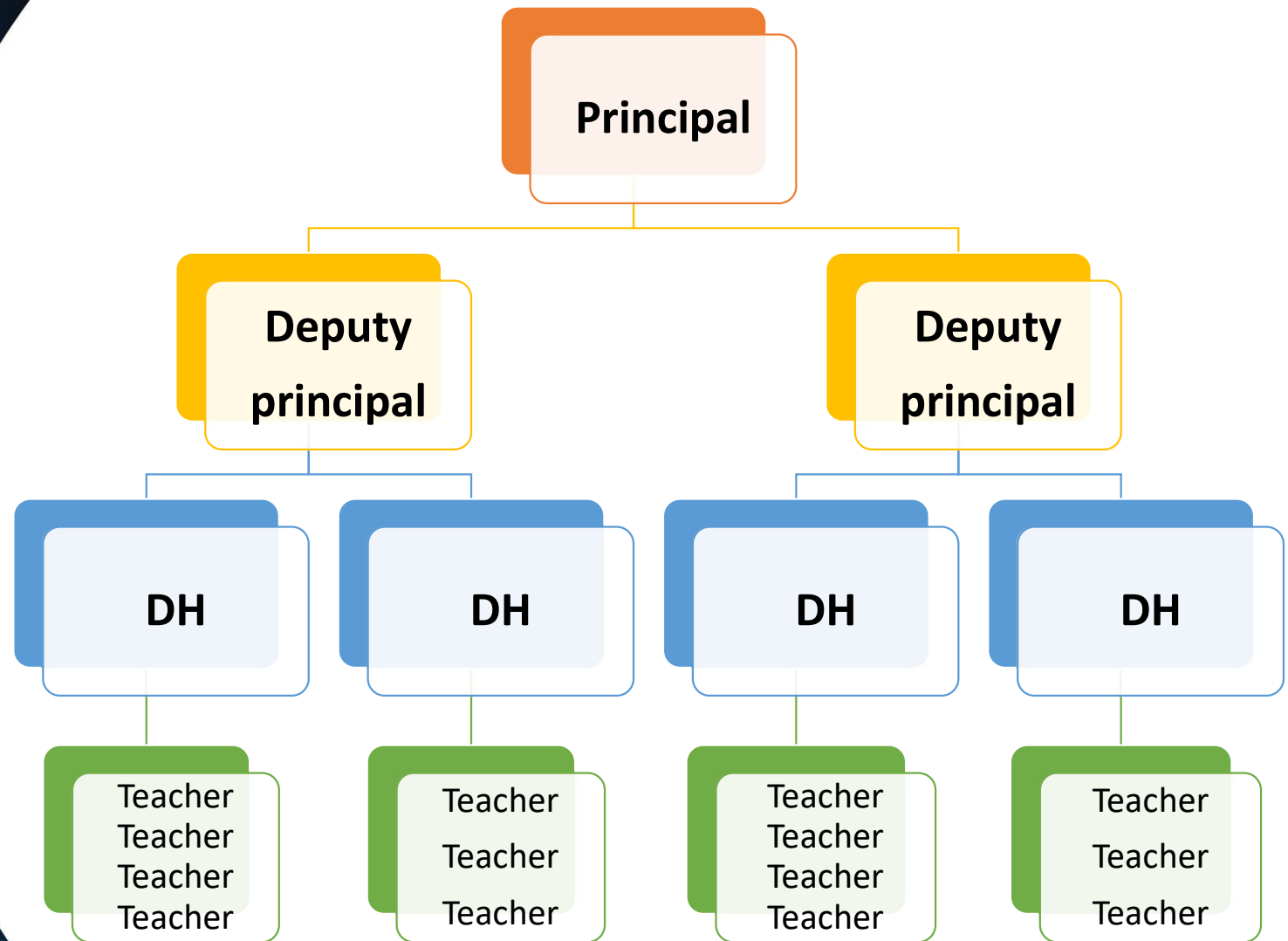
- Clear communication is a must
- Starts with sending minutes of the first meeting
- Control dates must show in planning (e.g. year/quarter plan)
- Decide on ways of communication (e.g. WhatsApp, email, sms) and make sure you react on this communication (make them feel important)
- Make an effort to get to know the subject content and requirements of subjects in your department that is not your field of expertise.

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Paper trail

- ✓ Each DH must have a file per subject
- ✓ These files must be signed of by the deputy principal and principal
- ✓ All the different forms of moderation must be in the file
- ✓ Examples:
 - Pre- and post-moderation reports
 - Class visit Report
 - Book report
 - File report
- ✓ A proper paper trail and well established line function will put teachers at ease

Line function



Managing of problem teachers

- ✓ Identification is important
- ✓ Know your teachers
- ✓ Control dates is a must
- ✓ Be strict the first time a teacher falter
- ✓ Good people skills will take you a mile
- ✓ If necessary follow disciplinary procedures
- ✓ When possible strive for a win-win outcome
- ✓ If every thing fail, report to deputy principal/principal



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