JUST FOR SCHOOLS PRESENTS

The ESSentials Program (TEP)

Strengthening the vital links that keep your school running

Our hero program, built for lasting change

The ESSentials Program (TEP) is purpose-built for every support staff role, from the front office, finance and HR to technicians, maintenance, and IT, along with librarians, nurses, and aides. It's a program for the team who may not always be seen, but who are vital links in your school's chain of excellence, and they deserve a program just for them; a program that strengthens their emotional intelligence, reminds them of their value, and rewards them for their dedication.

All support staff play a vital role in student outcomes, school reputation, and staff satisfaction. When they are emotionally intelligent, success is shared.

One outcome: stronger Emotional Intelligence (EQ)

TEP builds the emotional intelligence of your support staff, through four key skill areas:

Mindset

Building self-awareness, resilience, and a positive, solution-focused approach to work.

Communication

Clarity, confidence, and professionalism in every interaction.

Productivity

Prioritising with purpose and working smarter to achieve goals with less stress.

Teamwork

Building trust, collaboration, and shared purpose across diverse support roles.

Why TEP works

Traditionally, schools provide one-off sessions hoping to improve communication and teamwork or to fix a problem, but real change takes time, practice, and support. TEP is a longer-term program that combines onsite training for your support staff with coaching for the leader who guides them, so new skills are practised, embedded, and sustained across one or two school years.

The time TEP gives back

100 hrs
a year a Business Manager loses to support staff interruptions[1]

40-80 hrs
a year leaders typically spend resolving conflict[2,3]

100 hrs
a year of teacher time lost to repeated instructions and miscommunication[3,4]

What TEP includes

FOR YOUR EDUCATION SUPPORT STAFF

4 x 3-Hour Onsite Sessions

Each session runs for 3 hours, including a 15-minute break. Delivered at your school (or a suitable venue) and customised to your School Values. Sessions can be scheduled across 2 school years.

Sessions to choose from

The ESSential Links session launches the program and builds momentum. Staff then nominate their preferred next session, and we support your Business Manager/Leader to make the final decision.

The ESSential Links Confirmation of ESS' vital role and the value of PD for job satisfaction and less stress.	**Confident Communicators** Lift every conversation from OK to excellent	**Dealing with Difficult People** Understand difficult behaviour and build trust	**Positive Productivity** Prioritise with purpose and achieve more with less stress
Embracing Change Navigate change together and come out stronger	**Getting Comfortable with Conflict** Know your conflict style and when to adapt it	**Self-Care Strategies** Build a self-care toolbox to minimise stress and increase confidence.	**Know Your Strengths (DISC)** Understand your behavioural style and how to leverage it
Team Success Assertiveness and the 7 signs of successful ESS	**Supporting Students with Challenging Behaviours** Understand what drives behaviour and de-escalate with confidence	**Giving and Receiving Feedback** Give feedback that is heard and receive it with confidence	**Customised Workshop** Tailored to address a team challenge or achieve a goal.

Every session includes

- Individual SMART goal setting plans and support
- Self-assessments, i.e. behavioural, learning, communication, and conflict resolution styles
- Feedback surveys, managed and collated by Just For Schools

FOR YOUR BUSINESS MANAGER

6 hours of 1:1 Online Leadership Coaching

For your Business Manager (or chosen leader) with proven frameworks and strategies to lead with confidence and hold staff accountable for the SMART goals they set each session.

PLUS Online Accountability Group Membership

Two 90-minute online catchups each term for your Business Manager (or chosen leader), facilitated by our Leadership Coach. Groups are of up to 10 leaders from other schools to share best practices, support each other's leadership challenges, and continue their leadership development.

FOR EVERYONE

A signed hard copy of Cate Schreck's book
"The A-Z of Service Excellence"
Considered the #1 support resource for ESS.



The difference TEP it makes for…

Support Staff	**Certainty** of their significance and role in school success. **Connection** through dedicated time to engage, contribute & celebrate wins. **Growth** through multiple opportunities to master skills & build confidence.
Business Manager	**Saves time** by building a culture of positivity and productivity. **Increases confidence** in leading and supporting staff to achieve school goals. **Lowers stress** by reducing role ambiguity and team tension.
The School	**Stronger culture** with confident staff who model your values. **Reduces turnover** and increases staff effectiveness. **Enhances reputation** as a school that values and develops **all** staff.

What TEP schools say

"The ESSentials Program is a valuable investment for our School. It has not only given our Business Manager the skills to develop as a leader but, just as importantly, confirms to our ESS how much we value their role in our students' success."

Evan Miller - Principal, Highvale Secondary College

"The ESSentials Program gives our School the strategies, frameworks and support our ESS need so they can work together to achieve School goals. Having a program specifically designed for ESS allows me to lead with confidence and manage with purpose."

Juan Hompart - Business Manager, Ringwood Secondary College

"Our ESS are consistently impressed with Just For Schools onsite sessions! They not only look forward to and gain value from every session, but one of our team is responsible for the program name: The ESSentials Program!"

Gabe Kennedy - Business Manager, Bass Coast College

"Thanks so much for a fantastic session on Friday. The team are still talking about it and using 'chain of excellence' and 'soft skills' in conversations. It was great to read the positive feedback and the photos are awesome!"

Katrina Palmer - Business Manager, Kurnai College

Ready to see what TEP could look like for your school?

Request a formal proposal tailored to your school.

Sources: 1. Just For Schools internal survey (2024) of 100 Victorian Business Managers. 2. Kostanasiou, D. (2024), International Journal of Science and Research Archive. 3. Vinokur, E. et al. (2024), Frontiers in Social Psychology. 4. Balgos, C. & Gallardo, R. (2025), Conflicts in Education.