**Activity 3B**

**Coaching and mentoring staff**

**Imagine you are a manager at Little.ly Early Learning Centre. You have received a complaint from a parent regarding one of your workers encouraging their child to partake in Christmas activities even though the child and his family do not celebrate Christmas for religious reasons.**

1. Consider the best and most appropriate way to handle this situation. Identify at least TWO things that could be done to prevent this situation occurring again.
2. Now, imagine you need to coach or mentor the worker involved. Consider the best way to handle this conversation. Write a script for the conversation, and if possible, practise role-playing the conversation with other students. (The other students may provide different responses than the ones you have scripted.)