

A PRESCHOOL LEADER'S VIEW

Settling the Hearts of your Staff

Rachel Ding, Founder and Director, Red Schoolhouse

Our centre's mission statement is 'settling the heart, defining your child.' The way we engage our staff is also by the heart. In our work culture, we carry out the values of empathy, open communication, teamwork, passion and commitment. This is the spirit of RSH.

Basically, we are hands on as a team; our staff are grouped in pairs to carry out their duties. In this way, we encourage them to build a positive working relationship with one another, with their mentor, and with the directors.

We have in place a comprehensive training programme in all forms - external, internal, cross training from one another / with other preschools, regular observations from mentor. Mentors are appointed to counsel staff, helping them to work on their base line skills and identifying the skills gaps that they can improve on.

For those who are not ready for formal studies, we first empower them with project base tasks to build their confidence.

Our staff and management gather regularly to so we can share with them our direction and brainstorm together on ways to contribute to our company's vision.

We ensure all that we plan or ask them to do are purposeful. Other than pair-work, the seniors will execute close follow up so that plans will not be lapse and our people receive the support they need.