

MANDATORY TRAINING MANUAL 01

Conduct and Expectations

In this session you will



Understand the key principles and expectations related to professional conduct and expectations of a student ambassador.



ICE-BREAKER ACTIVITY



Mentimeter Activity

Using this Mentimeter link, write one word that, in your view, represents good conduct, and what behaviours or actions do you associate with it?



Case Scenario

INTRODUCTION TO THE STUDENT
AMBASSADOR ROLE



The Event Planning Dilemma

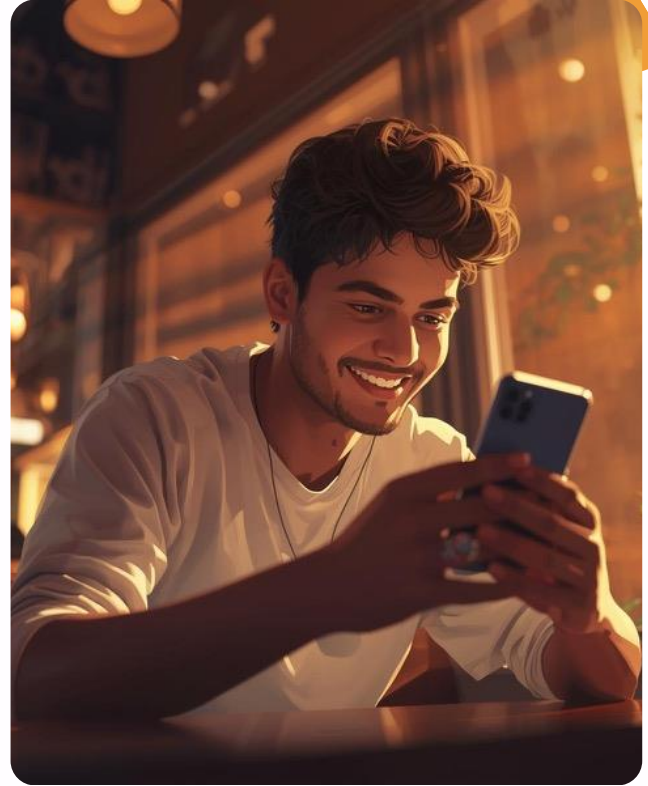
Background: As a student ambassador, Lisa is part of a team planning a welcome event for new students at her education institution. The event is meant to create a friendly environment and help newcomers adjust.

A week before the event, Lisa overhears fellow ambassador Mark making negative comments about one of the new students on social media. He mocks their appearance and questions why they even applied to the school. Concerned about the impact of Mark's conduct on the ambassador programme's reputation, Lisa feels it's crucial to address this behaviour.

Situation Assessment

What are the potential consequences of Mark's negative comments on social media for the ambassador programme and the new student community?

Have you ever witnessed or been involved in a similar situation? What actions did you take, or what would you wish you had done differently?

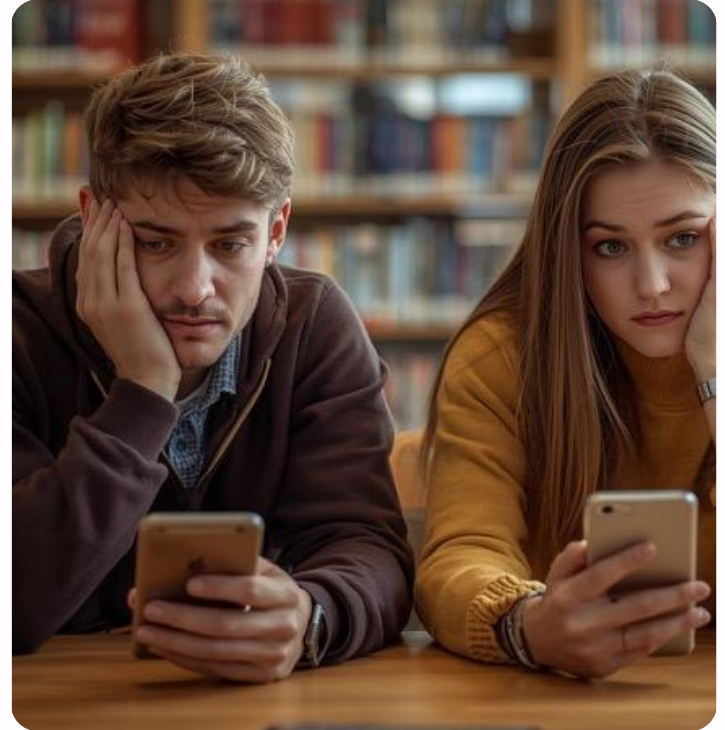


Consequences of Negative Comments

1 The ambassador programme's reputation may be damaged, leading to decreased trust and credibility among new students and their families.

2 Prospective students may feel alienated, leading to potential misunderstandings about the community's inclusivity.

3 A negative environment may be created, discouraging open communication and meaningful engagement among students.



Addressing Conduct

1

How could Lisa address Mark's behaviour in a way that promotes understanding rather than conflict? What approach would be most effective?

2

Why is it important for student ambassadors to model good conduct, and how can they ensure they uphold these standards in all interactions?

3

What strategies could Lisa suggest to Mark for fostering a more inclusive environment for new students?



Addressing Inappropriate Behaviour

Approaching the individual privately to discuss the concern can be effective. Using "I" statements may help express feelings without creating defensiveness (e.g., expressing concern about the impact of their comments).

Discussions about empathy and the effects of words can help individuals reflect more effectively on their behaviour.

Importance of Good Conduct

Modelling good conduct is essential for fostering trust and respect within the community. This promotes a positive atmosphere where individuals feel valued.

Maintaining these standards can be achieved through active listening, consistent actions, and prompt addressing of unprofessional behaviour.

Future Strategies

1

How can the team of student ambassadors collectively address negative conduct within their group?
What policies or discussions might help establish expectations for behaviour?

3

Establishing a code of conduct that outlines expected behaviours and potential consequences for negative actions may help set clear expectations.

2

What training or resources do you think would be beneficial for student ambassadors to help them navigate situations involving negative behaviour or comments effectively?

4

Regular team discussions or workshops on inclusivity, respect, and ambassador responsibilities can create an open forum for addressing challenges.

Key Takeaways



Impact of Conduct: Negative comments can undermine the reputation of the ambassador program and alienate prospective students, highlighting the need for respectful communication.



Modeling Good Behavior: Student ambassadors play a vital role in fostering an inclusive community by demonstrating good conduct and addressing unprofessional behavior among peers.



Proactive Strategy: Establishing clear expectations through a code of conduct and providing training on inclusivity and communication can empower student ambassadors to effectively navigate and mitigate negative conduct.

Here are some useful video links to further support you:

➤ What is 2 Truths 1 Lie? | Best Ice Breaker:

https://www.youtube.com/watch?v=-eB_iQzuHo0

➤ Student Ambassadors: What They Do & Why You Need Them:

<https://www.finalsite.com/blog/p/~board/b/post/student-ambassadors-what-they-do-why-you-need-them>

We encourage you to explore this resource.





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