

Proactively Managing Student Behaviour using the TERA Model

with Tony Kirton on 10th March 2021

- 10:40:02 From Craig - Velg Training : Good morning everyone. Welcome to today's webinar – Proactively Managing Student Behaviour using the TERA Model. Presented by Tony Kirton.
- There is currently no audio playing. We will be conducting audio tests for attendees at 15mins, 10mins, & 5mins prior to the webinar starting.
-Thankyou
- 10:54:55 From Craig - Velg Training : Good morning everyone and welcome to those of you that have just joined us. Today's webinar – Proactively Managing Student Behaviour using the TERA Model. Presented by Tony Kirton.
- There is currently no audio playing. We will be conducting our final audio test for attendees shortly.
-Thankyou
- 10:56:40 From Steven Neirinckx : Good morning everyone, looking forward to something new.
- 10:57:08 From Tony Kirton : Morning Steven- thanks for joining :)
- 10:57:37 From Craig - Velg Training : As a friendly reminder, when you're using the chat box today, please remember to click the drop-down box next To: and select All panellists and attendees. This will ensure everyone can see your questions and comments. -Thankyou
- 10:58:01 From Craig - Velg Training : For more information on, or to register for, any of our Advanced TAE PD Week sessions, please use the following link:
<https://www.velgtraining.com/pages/tae-pd-week>
- 11:01:59 From Craig - Velg Training :
- VELG POLL – Who's online today?**
1. CEO/RTO Owner
 2. RTO/Compliance Manager
 3. Trainer/Assessor
 4. Consultant
 5. Other
- 11:02:16 From Cecilia Wilmot-Griffiths : Trainer
- 11:02:25 From Josie Severino : trainer
- 11:02:30 From Karen Micieli : 3 Trainer & Assessor
- 11:02:47 From A B M Abdul Hye Siddiq : Trainer
- 11:03:37 From Kylie Spragg : Trainer

11:06:38 From Terri Flynn : Phone

11:07:17 From Matthew Truelove : 11

11:07:49 From Terri Flynn : 10

11:07:56 From Lee Bradfield : 5 sorry

11:07:57 From Farzan Contractor : 7

11:08:00 From julie canal : 10 :)

11:08:06 From Sylvia Akusah : 7

11:08:15 From RHEA EUGENE : 7

11:08:30 From A B M Abdul Hye Siddiq : 5

11:08:37 From Sam Laidlaw : 8

11:08:40 From PREMI SIVANESAN : 8

11:08:41 From Steven Neirinckx : looking for new options for engaging students

11:09:04 From Terri Flynn : New trainer. General tips and tricks

11:09:05 From PREMI SIVANESAN : To get some tips on how to manage students with difficult situations

11:09:06 From mandy walker : To be able to implement strategies for our students that will support them in achieving their goals (all our students work full time as well as study)

11:09:07 From Kylie Spragg : Delivering online has created extra challenges, I am constantly searching for other ways to engage with all the distractions going on when online that I am unable to manage.

11:09:08 From Debra Lunt : Currently delivering on this topic - interested to hear about the TERA model

11:09:08 From Claire Yates : I work with high risk disengaged youth, always looking for ways to improve my learning / teaching paradigm

11:09:09 From Deanne Whiteley : Looking for some new ideas to help our staff and myself as a trainer to manage student behaviour.

11:09:10 From Catherine Young : I want to learn how to engage my students so we can all get the best out of what can be a long day in the Zoom classroom

11:09:12 From Karina Griffiths : People matter. Their satisfaction matters. I want to matter to them.

11:09:13 From Basil Kubie : Learning for excellence

- 11:09:20 From Lee Bradfield : Yes, more proactive to dealing with students and to get them engaging
- 11:09:22 From julie canal : Looking to help other staff be more engaged with students
- 11:09:25 From Therese Roby : Increasing my skills and communicating effectively with my students. Getting them engaged.
- 11:09:26 From Matthew Truelove : I'm a zoom uni foundation teacher whose students don't want to turn their cameras on!
- 11:09:26 From Sam Laidlaw : Motivating & Engaging in Online Training
- 11:09:27 From Sarah Leftwich : Refresher of what works in the classroom
- 11:09:29 From Farzan Contractor : Would be great to see some insight into the TERA model
- 11:09:29 From Sharon Ross : I have a class of 16 students (mostly teenagers) so today will be most useful for me
- 11:09:31 From Nathan Wilkinson : to bring back a report to present to internal staff re: PD / Training on the TERA Model.
- 11:09:32 From Sam Nikolsky : Techniques to use when mentoring facilitators in classroom management
- 11:09:37 From Simon Chaplin : Improve engagement in my online classes
- 11:09:39 From Josie Severino : I'm delivering via Zoom to a group of disengaged, disinterested participants who have major distractions at home. I'd like to modify their behaviour to engage them more.
- 11:09:40 From Siobhan Grady : Supporting my educators get the best out of our students
- 11:09:40 From Ryan Leaver : Always looking to improve and update my training delivery
- 11:09:40 From Clare Christie : I've heard of the TERA model and want to find out more to create an engaging and positive learning environment.
- 11:09:44 From Susanne Griffith : New ideas to promote psychological safety
- 11:09:50 From Kristlee Cruse : Looking to help student engage
- 11:09:50 From David Scherer : Just wanting to offer the best I can for my students
- 11:09:51 From CRAIG BRASSINGTON : Increasing my toolbox
- 11:09:53 From Leanne Crawshaw : You can never have enough tips and tricks to manage students to ensure student engagement is at the top of the list to ensure academic success

- 11:10:06 From Trish Robinson : Keen to get ahead of the game with a such a diverse group of students and engage them to the max!
- 11:10:07 From Audrey McDougall : This is part of my professional development goals.
- 11:10:08 From Kristy Casson : Getting the most from your students in class!
- 11:10:09 From Jessie Hayes : I'm here to learn about the TERA model and deepen my understanding of student behaviour and psychological safety in the classroom. Background in trauma ed, but now moved into adult ed with 31 students
- 11:10:12 From Shelby Bassett : ideas to maintain engagement in an environment full of distraction
- 11:10:20 From David Zaghini : getting difficult students onboard
- 11:10:41 From A B M Abdul Hye Siddiq : How I can manage 25 students in online class environment
- 11:10:55 From Meagan Rawlings : How to engage online students who have flagged mental health issues
- 11:11:03 From Julian Miller : I would like to facilitate more engaging and interesting lessons for the teenagers I teach.
- 11:11:24 From RHEA EUGENE : New ideas to promote student engagement. To be more effective in my training.
- 11:11:35 From Cesar Arias : Hi Every One
- 11:11:57 From John William : delivering online a mandatory 1 day course and keen to engage learners that are not focused and require quick adjustments. it can be a diverse group.
- 11:12:03 From Sherilee Grayson : Ideas to add to the teaching repertoire for all occasions and participants, aiming for maximum engagement for staff and students
- 11:12:09 From Therese Roby : Agree
- 11:12:44 From Craig - Velg Training to Traci Arkinstall : Hi Traci. I noticed your hand is up. Can I assist with anything?
- 11:13:31 From Debra Lunt : Prevention much better than the cure :)
- 11:13:50 From Lee Bradfield : true

- 11:24:02 From Craig - Velg Training :
- POLL #1 – What is the question your brain is asking five times a second?**
- A. Should I approach or avoid this person/situation?
 B. How valuable will this interaction/situation be?
 C. How will this interaction/situation help me survive?
- 11:24:43 From Craig - Velg Training to Julian Miller : Hi Julian. I noticed your hand is up. can I assist with anything?
- 11:26:56 From Craig - Velg Training :
- Q. What are some of the ways that you can increase connection between yourself, the group and between group members themselves?**
- 11:27:08 From Debra Lunt : Set up a working agreement
- 11:27:08 From Catherine Young : Share personal stories/information.
- 11:27:14 From Catherine Young : Share vulnerabilities.
- 11:27:16 From Karina Griffiths : bond with personal experiences
- 11:27:17 From Clare Christie : Icebreaker activities
- 11:27:17 From Jack Conway : Smile
- 11:27:18 From Joanne Symington : give them options
- 11:27:20 From Leanne Crawshaw : create a safe and secure learning environment
- 11:27:23 From Kylie Spragg : Using breakout rooms online to be less intimidating
- 11:27:23 From Cecilia Wilmot-Griffiths : inclusiveness
- 11:27:26 From melissa corrie : find something in common
- 11:27:27 From Farzan Contractor : Understanding where the group is coming from
- 11:27:29 From Meagan Rawlings : storytelling
- 11:27:29 From Amar kaur : ice breaker
- 11:27:29 From Jessie Hayes : class culture and values
- 11:27:29 From Josie Severino : stories /information'
- 11:27:29 From Siobhan Grady : Group norms
- 11:27:29 From Cesar Arias : Good friendship with staff
- 11:27:30 From Lee Bradfield : honesty
- 11:27:33 From Sarah Leftwich : Get to know your students

- 11:27:38 From Julian Miller : developing good rapport with students
- 11:27:39 From julie canal : smile, listen and care
- 11:27:43 From Trish Robinson : encourage inclusion
- 11:27:44 From Steven Neirinckx : icebreaking and reflections
- 11:27:45 From Shelby Bassett : share and ask about their experiences
- 11:27:47 From RHEA EUGENE : Sharing examples
- 11:27:47 From Basil Kubie : find relevance
- 11:27:49 From Sharon Ross : Establish a relationship
- 11:27:50 From Jessie Hayes : share vulnerabilities and show you are human
- 11:27:52 From Cesar Arias : trust people
- 11:27:52 From Sylvia Akusah : Personal stories.
- 11:27:53 From Farzan Contractor : What does the group want out of this and how can we make it fun
- 11:27:59 From Therese Roby : Building confidence
- 11:28:00 From Sarah Leftwich : Build trust and respect
- 11:28:03 From Sherilee Grayson : Allow group members to contribute to design of the working environment to suit their learning needs
- 11:28:11 From A B M Abdul Hye Siddiq : storytelling
- 11:28:15 From Nathan Wilkinson : value & use people's names
- 11:28:17 From Catherine Young : Accept differences and don't belittle.
- 11:28:19 From Lee Bradfield : knowing you audience
- 11:28:24 From Sam Laidlaw : show relevance and how training will help them.
- 11:28:39 From Craig - Velg Training to Vicky Warner : Hi Vicky. I noticed your hand is up. Can I assist with anything?
- 11:28:48 From Cesar Arias : Listen the people and respect
- 11:29:28 From Kylie Spragg : How can you translate this onto online ??? I miss this in my workshops
Nb. Question was answered by Tony Kirton during the presentation.
- 11:29:42 From Therese Roby : Same Kylie
- 11:30:23 From Sylvia Akusah : having learners a sense of belonging

- 11:30:39 From Kylie Spragg : Thanks - need to be more creative don't we
- 11:30:44 From Cesar Arias : Only you can smile
- 11:30:54 From CRAIG BRASSINGTON : welcome them as they enter
- 11:31:48 From Therese Roby : Love that
- 11:33:05 From John William : positive body language on camera or wait until hologram technology :)
- 11:33:27 From Debra Lunt : 'We' is critical in terms of building a learning community.
- 11:33:50 From Kylie Spragg : I def think you can still do this online, I present just as when I am in the workshop helps me deliver as well
- 11:34:47 From Farzan Contractor : Yup and it just relaxes the mood and makes students more interactive
- 11:35:45 From Judi Allen : Your can do virtual high fives at the camera!
- 11:36:28 From Susanne Griffith : if you link the humour to something that the students may have experienced which makes them more like you
- 11:37:17 From Debra Lunt : Vulnerability coupled with authenticity is a winning formula :)
- 11:37:18 From Josie Severino : the success of humour and use of high fives depends on the cultural background of participants
- 11:41:25 From Craig - Velg Training :
Q. What are two ways that you can create or promote a predictable environment?
- 11:41:42 From Kylie Spragg : consistency & what is coming up
- 11:41:48 From Sharon Ross : Visual routine of the day
- 11:41:49 From Farzan Contractor : Lesson / session plans
- 11:41:54 From Sarah Leftwich : Be transparent on what you are teaching
- 11:41:55 From Steven Neirinckx : introduction of session
- 11:41:56 From Josie Severino : outline the session plan, routine
- 11:41:57 From Siobhan Grady : timetable
- 11:41:59 From Nathan Wilkinson : learning schedules, repeat behaviours. Set structures to the way you open & close classes etc
- 11:42:01 From Shelby Bassett : brief the learner on what to expect in that session before they arrive
- 11:42:03 From Susanne Griffith : tell them what's going to happen

- 11:42:04 From Catherine Young : Work to an agenda the students have access to.
- 11:42:04 From Cecilia Wilmot-Griffiths : lesson outlines/learning objectives
- 11:42:05 From Lee Bradfield : Inform your students of the session
- 11:42:10 From Karina Griffiths : reliability and consistency - always say sorry too.....allow people not anticipate fear!
- 11:42:11 From Julian Miller : weekly and daily routines
- 11:42:13 From Leanne Crawshaw : Outline the learning objective of the session
- 11:42:14 From Krissanu Mahatumaratana : Planning and consistency
- 11:42:14 From Farzan Contractor : Desired outcomes for the day
- 11:42:15 From Jessie Hayes : check in/ check out processes
- 11:42:17 From RHEA EUGENE : Outlines
- 11:42:26 From Lee Bradfield : Tell them what's coming
- 11:42:27 From Sherilee Grayson : Outline for the session and how it links into with the whole program
- 11:42:31 From Sharon Ross : Boundaries
- 11:42:33 From Farzan Contractor : Learning outcomes
- 11:42:35 From Cesar Arias : Work with agenda with the students and follow the time table
- 11:42:48 From Catherine Young : Outline your expectations of them
- 11:43:17 From Clare Christie : Regular breaks
- 11:45:30 From Steven Neirinckx : If I am starting a long course I give the students a run down of weeks and each morning write up the day's timetable
- 11:49:09 From Deanne Whiteley : the assumption that something was useful
- 11:50:41 From Craig - Velg Training :
Q. What are some of the ways that you can increase the status of your attendees?
- 11:50:50 From Farzan Contractor : INTERACTIVE QUESTIONS
- 11:50:51 From Clare Christie : Students have a 'fairness' barometer. Be fair
- 11:50:53 From Debra Lunt : Provide ongoing feedback
- 11:50:58 From Farzan Contractor : LOL

- 11:50:59 From Steven Neirinckx : inclusion and praise
- 11:50:59 From Wendy Jackson : Positive reinforcement
- 11:51:01 From Nathan Wilkinson : praise students for their efforts / answers
- 11:51:02 From julie canal : group discussions
- 11:51:05 From Siobhan Grady : providing feedback
- 11:51:08 From Matthew Truelove : praise often and globally
- 11:51:14 From Karina Griffiths : make the teaching memorable.- so they feel as though they are gaining not losing
- 11:51:19 From Sarah Leftwich : Positive reinforcement
- 11:51:19 From Sherilee Grayson : Ongoing feedback
- 11:51:20 From Leigh Martin : treat them as adults
- 11:51:23 From Therese Roby : Brainstorming
- 11:51:26 From Farzan Contractor : Continuous ongoing engagement
- 11:51:27 From Deanne Whiteley : You all have a wealth of experience, so we'll be building on this today....
- 11:51:34 From Julian Miller : individual acknowledgment
- 11:51:36 From julie canal : recognize their individual life skills and experiences
- 11:51:36 From Clare Christie : Thank them individually by name
- 11:51:38 From Siobhan Grady : Correct!
- 11:51:40 From Leigh Martin : treat them as adults
- 11:51:42 From Catherine Young : Remember things students tell you from week to week - shows you care. e.g. holidays, job interviews, moving house
- 11:51:46 From Lee Bradfield : quick games at the end of each topic
- 11:51:49 From John William : allow them to speak about their accomplishments and experience. celebrate each others wins
- 11:52:03 From Cesar Arias : We Holidays coming good
- 11:52:08 From Jessie Hayes : ditch the hierarchy and adopt a circular team structure.
- 11:52:08 From Sharon Ross : Greeting each one individually as they arrive, ask about weekend etc
- 11:52:10 From Trish Robinson : give them a voice

11:52:13 From Debra Lunt : Set up mentoring partnerships

11:54:28 From Craig - Velg Training :

POLL #2 – Your audience’s status will likely be LOWERED if you have your camera:

A. Above eye level.

B. Below eye level.

C. At eye level.

D. None of the above listed camera positions are likely to have an impact on my audience’s perception of status.

11:55:53 From Deanne Whiteley : It feels like you're talking down to us rather than talking to us.

11:58:22 From Susanne Griffith : allow them to make choices, problem solve, decide their own destiny = autonomy

11:59:41 From Cesar Arias : with my own experiences

11:59:59 From Lee Bradfield : Down like a lead balloon

12:00:09 From Cesar Arias : they the watch the video

12:00:34 From Catherine Young : I’ve had adult student so ‘autonomous’ they’ve been driving Ubers at the same time as the class.

12:00:38 From Josie Severino : it’s a requirement imposed by our course - no choice

12:01:03 From Kylie Spragg : Treating the participants like adults – respect

12:04:11 From Siobhan Grady : :)

12:04:16 From Clare Christie : :)

12:04:21 From julie canal : :)

12:04:22 From Amar kaur : absolutely

12:04:22 From Kristy Casson : :)

12:04:26 From Julian Miller : :)

12:04:26 From Farzan Contractor : :)

12:04:26 From Amar kaur : :)

12:04:27 From Therese Roby : :)

12:04:28 From Audrey McDougall : :)

12:04:28 From Jessie Hayes : :)

12:04:29 From Michele Edwards :)

- 12:04:29 From Lee Bradfield : :)
- 12:04:31 From Kylie Spragg : :)
- 12:04:34 From Michele Edwards : :)
- 12:04:36 From Craig - Velg Training :
Q. What was of most value for you?
- 12:04:38 From Sherilee Grayson : :)
- 12:04:49 From julie canal : Crikey, all of it!
- 12:04:57 From Catherine Young : Developing a 'Tribe'
- 12:05:04 From Steven Neirinckx : the explanation of the tribal brain
- 12:05:05 From Sylvia Akusah : Everything
- 12:05:06 From Krissanu Mahatumaratana : :)
- 12:05:13 From Karina Griffiths : focusing on positivity.....so nice to be positive.
thank you! So grateful.
- 12:05:14 From Sarah Leftwich : Keeping a balance of ideas
- 12:05:17 From Leanne Crawshaw : Autonomy like the mobile phone address
- 12:05:17 From Kylie Spragg : Affirming that what I am doing is working and some
other strategies to use when teaching online such as visual tools for the
breaks.
- 12:05:18 From Deanne Whiteley : All the little tips, as well as the background info.
Also can you tell us where we can read more about this? You mentioned a
few books?
*Nb. This was answered by Tony Kirton towards the end of the webinar during
the questions time.*
- 12:05:19 From Clare Christie : Being clear about Expectations. I'm a wing it sort of
person but I now understand it increases regulation.
- 12:05:22 From Cesar Arias : Expectation
- 12:05:22 From Farzan Contractor : Great presentation, also how you actually did
everything we discussed
- 12:05:22 From julie canal : Exceptional webinar :) :)
- 12:05:23 From Kristy Casson : How to use TERA model effectively!
- 12:05:27 From Farzan Contractor : You walked the talk
- 12:05:30 From Sharon Ross : Brilliant session - so well presented, great framework -
very do-able

- 12:05:31 From Trish Robinson : Great, positive session - also love the book references....
- 12:05:32 From Nathan Wilkinson : remembering the process for how the brain processes information (to them maximise) the way you deliver
- 12:05:34 From Meagan Rawlings : TERA is a great tool - thanks Tony
- 12:05:40 From Amar kaur : affirming what is already being practiced
- 12:05:46 From Terri Flynn : The way the brain works
- 12:05:50 From Therese Roby : Loved it...new knowledge to take into my zoom sessions
- 12:05:54 From Kylie Spragg : Yes thankyou, your facilitation was actually a great example of using these practices - thankyou :)
- 12:06:03 From Leanne Crawshaw : A very slick presentation today and great use of the polls
- 12:06:03 From Siobhan Grady : Loved that you ran the session reflecting the TERA model so well
- 12:06:06 From Sherilee Grayson : Importance of breaks - especially for students with learning needs who fatigue easily
- 12:06:06 From Cecilia Wilmot-Griffiths : Thanks for your time Tony.
- 12:06:07 From Amar kaur : thank you
- 12:06:13 From Steven Neirinckx : thanks
- 12:06:16 From RHEA EUGENE : Expectations, Maintaining Eye contact
- 12:06:18 From Deanne Whiteley : Can you recommend books or articles, etc. to learn more about some of the concepts today?
Nb. This was answered by Tony Kirton towards the end of the webinar during the questions time.
- 12:06:24 From John William : thank you
- 12:06:25 From Jessie Hayes : Neurologically optimistic state- cheers Tony
- 12:06:28 From Debra Lunt : Great modelling of all techniques you referred to :)
- 12:06:40 From RHEA EUGENE : Thank you
- 12:06:43 From PREMI SIVANESAN : Thank you for a very interesting session
- 12:06:44 From A B M Abdul Hye Siddiq : Thank you so much for your time
- 12:06:54 From Vineel Madhavapeddi : TERA model is very good

- 12:06:58 From Lee Bradfield : The behaviour Panel! on YouTube!
- 12:07:11 From Catherine Young : Mark Bowden has some good Youtube clips out there too.
- 12:07:17 From Craig - Velg Training : Hi everyone. We will be doing the wrap up shortly. For those that can't stay pass the hour, included in the post events resources will be access to the recording for 3-months, and a link to PDF copies of the PowerPoint and Chat transcript. Your Statement of Attendance is also included for attending today's session. These are sent out within 48hrs of the live event finishing.
- 12:07:44 From Cesar Arias : Thank you very much Tony your webinar was fantastic and KJacky chan book
- 12:07:55 From Deanne Whiteley : Fab! Thank you :)
- 12:08:04 From julie canal : thank you so so much
- 12:08:10 From Therese Roby : Thanks heaps
- 12:08:12 From Karina Griffiths : thank you so so much
- 12:08:13 From Siobhan Grady : Awesome, thank you Tony
- 12:08:14 From Sylvia Akusah : Thank you so much Tony
- 12:08:17 From CRAIG BRASSINGTON : thankyou
- 12:08:18 From Kristy Casson : Excellent, Thanks!
- 12:08:19 From Nathan Wilkinson : Thanks! Cheers
- 12:08:22 From Sarah Leftwich : Thank you very much
- 12:08:25 From Terri Flynn : Thanks Tony
- 12:08:31 From Vineel Madhavapeddi : Thank you Tony....Great presentation
- 12:08:32 From Cesar Arias : Thank you Tony
- 12:08:39 From Debra Lunt : Thanks Tony and other participants. Have a great day everyone!
- 12:08:44 From Tony Kirton : Thanks folks :)
- 12:08:48 From Kristlee Cruse : Tank you Tony
- 12:09:08 From Vicky Warner : Thank you
- 12:09:14 From Audrey McDougall : Thanks Tony, very insightful :)
- 12:09:37 From Tony Kirton : Thanks folks :)
- 12:09:44 From Josie Severino : thanks Tony

- 12:10:07 From Leanne Crawshaw : Thankyou
- 12:10:08 From Clare Christie : You mentioned a Dr when talking about humour and I missed his name
Nb. This was answered by Tony Kirton towards the end of the webinar during the questions time.
- 12:10:29 From Catherine Young : How do you engage students who don't want to be in the class?
Nb. This was answered by Tony Kirton towards the end of the webinar during the questions time.
- 12:10:37 From Nathan Wilkinson : Robert Cialdini
- 12:10:41 From Clare Christie : Thank you
- 12:13:46 From Catherine Young : Great tip - thanks Tony
- 12:14:11 From Karina Griffiths : brilliant!!!!
- 12:14:20 From julie canal : thanks again!
- 12:14:29 From Tony Kirton : Thanks folks :)
- 12:14:33 From Trish Robinson : Incredibly valuable!
- 12:14:35 From Lee Bradfield : thank you
- 12:14:36 From Krissanu Mahatumaratana : Thanks
- 12:14:52 From Craig - Velg Training : Thanks everyone for attending today's webinar. Bye for now.