**Key characteristics of an effective school IECo**

**Patience**

* Has time to listen to suggestions, problems, etc.
* Waits and gives everyone the opportunity to speak.

**Approachability**

* Has a manner that is not scary.
* Parents/guardians, teachers, etc., feel they can come with questions/problems and ask for advice.

**Good listening skills**

* Listens to the ideas of others.
* Does not talk all the time to parents, learners, etc., but takes time to listen and understand.

**Commitment**

* Has a good work ethic.
* Has a belief that all learners have different abilities and can all achieve.
* Does the job to the best of their ability.

**Innovative**

* Is able to think of new and creative ways of doing things.

**Flexibility**

* Is able to change plans even at the last moment.
* Is able to think of ways to solve problems even in challenging circumstances.

**Good time management**

* Does not waste time on unnecessary tasks.
* Plans the day to use their time effectively.

**Friendliness and professionalism**

* Has a friendly manner.
* Is able to build good working relationships.

**Able to be a positive role model**

* Displays behaviour that shows a good example to others, both in and out of the working environment.
* Teachers observe how they behave towards learners, parents/guardians and colleagues and follow the example.

**Understands the twin-track approach to learning**

* Understands and is able to explain that we must focus on both system-level change and also specific learning needs of individual learners.