



**KIDS London SEN Mediation Service**  
***'Effective SEN Meetings with Parents'***  
***Programme***

- 12.30**                    **Welcome and Introductions**
- 12.45**                    **'How Not to Run a Meeting with Parents' – DVD**
- 1.15**                    **Pre Meeting Considerations**
- 1.45**                    **Opening Statements- Make a Positive Impact**  
- building a climate for productive discussion
- 2.20**                    ***Tea/Coffee/Comfort Break***
- 2.35**                    **Keeping Dialogue Flowing**  
- Opening statements-practice session  
- Active listening  
- Handling objections
- 3.15**                    **Wrapping Up**  
- closing effectively  
- next steps
- 3.30**                    ***Evaluation & Close***