

KIDS London SEN Mediation Service

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Training- Evaluation: 2010- 2011

Courses:

- Managing Conflict and Difficult Conversations
- Effective Communication for SEN Professionals
- Mediation Skills
- Mediation in Action workshop
- Effective SEN Meetings with Parents

Staff trained:

LA officers, SENCos, Educational Psychologists and Parent Partnership Officers.

Number of respondents: 46

Average scores out of 5 (with one being the lowest and 5 the highest)

Course material	4.2
Facilitators	4.7
Relevance to role	4.7

➤ **Which part of the course did you most enjoy?**

"I enjoyed all of it- I always enjoy refreshing my thinking and practice around communication/ mediation etc."

"All of it! Hearing the facilitator's experiences."

"Discussion and role play and how impressed I was with the trainer."

"Interactive discussions- good hints and tips on how to manage meetings."

"All- especially examples and experiences of others."

"Having a set agenda for meeting."

"An opportunity to discuss issues with another person with a great deal of experience of the issues I have to face."

"Putting myself in somebody else's position."

"The role play."

"Role play was very interesting, it made me think of how it feels to be in a different role."

"Thinking about how to structure a meeting. Chance to offload some negative emotions with colleagues and talk about issues."

"Structure suggested for meetings."

"Demonstration re perspective/role play."

"Tips and advice."

"Discussion based on aspects of effective meetings/ removing barriers to communication."

"All of it. The constellation was interesting- I've done this before as part of peer supervision, but it was helpful to revisit."

"Having the opportunity to speak with other professionals about their connections with parents. Looking at and taking into consideration different perspectives."

"Learning from real experiences."

"Hearing about research and talking/discussing with other colleagues."

"Enjoyed the experience at meetings and getting meetings off to a good start. Enjoyed the morning sessions. Very interesting."

"The group activity- looking at roles and how key players see themselves."

"Discussing each expectation from parents and professionals. Also role play/interaction part."

"Role playing helped show the line of contact between parents and LA."

"Role play. Thinking about how individuals see themselves within the group."

➤ **In what way do you intend to apply the learning you have gained today?**

"I feel I have gained a lot and can now apply all of this to how I would react to parents. Also I have seen how distant parents and us can be."

"Change the way in which I will talk to parents."

"Visualise various situations and try to help parents a lot more in difficult situations."

"In telephone calls especially."

"Day to day work with parents- phone calls etc. More face to face work with parents."

"Starting a meeting in a positive e.g. 'tell me about your child' and 'we have all agreed...'"

"Preparation for meetings."

"I can ensure I ask more open ended questions in the meetings and allow their story to be told."

"Trying to be more understanding of the positions on the other side, listening to their language and key points."

"By listening to key words in a conversation to be able to reflect back in a similar tone."

"Listening to parents, repeating key phrases."

"By applying strategies suggested, e.g. listening out for cues."

"Using techniques of sharing history/ finding points of agreement."

"Organise meetings in advance, insist on agreed agenda."

"Use of language when speaking with parents/schools/professionals."

"In meetings with parents and schools."

"To dovetail and further inform previous training in conciliation."

"Situations I have been in as a professional, future meetings."

"Practical application in meetings."

"Insight in how a meeting should be run... I will try and apply this if I ever have to chair a meeting."

"Improving planning/structuring a meeting."

"Some of the practical tips will be useful e.g. telling parents they are usually expected to speak first in a meeting."

"Feedback to other trainee EPs and consider my approach with parents much more carefully."

"In meetings- annual reviews."

"Everyday when communicating with parents and services."

"I will use the learning that I have gained today to improve engaging families more regarding accessing services."

"Using some points in 'communicating for success.' Being more aware of my body language."

"Listen more. Be aware that a judgement of the SEN Team can be made within 30 seconds."

"In communicating to parents- using miracle questions. Improving managing meetings."

"Use tips for communication when dealing with parents."

"Maintain more contact with parents rather than just going through their advocates/representatives."

"To work better with parents and try to have better understanding."

"Good refresher of practice. Will reinforce at staff meetings."

"It will help me in telephone conversations and any future meetings I attend. I will try to think how other people feel."