
Conciliation Skills Training for Front Line Staff in the SEN Sector

Date	Time	Venue	Reference
21/05/2007	09:30 - 16:00	Norwich Professional Development Centre	ENWC1/A
11/10/2007	09:30 - 16:00	Norwich Professional Development Centre	ENWC1/B
13/03/2008	09:30 - 16:00	West Norfolk Professional Development Centre	ENWC1/C

Course Context/Audience:

This course is suitable for anyone involved in front-line SEN, but is particularly useful for SENCOs, both primary and secondary. Other school managers who chair annual reviews would also find the course helpful.

Objectives:

Conciliation skills is not the same as mediation: rather, the techniques taught are used to resolve difficult situations before the parent/school/LA relationship breaks down to the point of needing mediation. The course is very practical and focuses on :- strategies for improving communication skills.

- how to run effective meetings, particularly Annual Reviews
- how to deal with difficult situations
- techniques for handling complaints
- successful negotiation practices.

Delegates will receive a comprehensive manual which enables them to cascade the training to other school staff, such as teaching assistants and pastoral managers.

Course Leader/s: Karen Taylor

Phase: All schools

Fee: £130.00

How to book:

To apply for a place on this activity please visit our website at:

<http://advisoryservice.norfolk.gov.uk>

or

complete a booking form and return it to:

Michelle Steel

Children's Services

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Professional Development Centre

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