

KIDS-London SEN Mediation Service

Kids London, 49 Mecklenburgh Square, London WC1N 2NY
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Web: www.kids.org.uk/mediation



Training- Evaluation

Courses:

- Mediation Skills
- Mediation in Action workshop
- Effective SEN Meetings with Parents
- Communicating Effectively with Parents

Staff trained:

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

Number of respondents: 69

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

Course material	4.2
Facilitators	4.7
Relevance to role	4.5

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

"Role play and feedback, different experiences and issues that came from this, improving listening skills."

"Enjoyed getting fresh ideas for us to use to make our daily service better."

"Facilitator able to give a lot of helpful suggestions."

"Being able to deal with emotional parents better."

"Ways of bringing conversations to a close."

"Opportunity to discuss and share."

"I enjoyed the informality of the session and the fact that it was tailored to our needs."

"Stages of planning a meeting. Consideration of the use of language in communications with parents."

"All parts of the course were relevant."

"Discussing how mediation can help and ways a mediator can get to the heart of a problem."

"DVD of mediation very helpful in understanding how mediation works. Telephone techniques also very helpful."

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

"If chairing a meeting ensuring that I listen to everyone, seeking clarification if need be, ensuring everyone has the opportunity to speak, calming environment."

"In every part of my job as we do get a lot of conflict regarding my job, I think I have learned how to put people at ease more and actually listen to what is being said."

"Use some of the strategies when dealing with disagreements between schools/parents."

"Improved interpersonal skills."

"Thinking about the way in which I speak with parents and putting the ideas into practice."

"Focussing on listening to parents' views, emotions, outcomes etc at the beginning and end of Annual Reviews."

"Thinking about preparing meetings- what parents hope to get from the meeting."

"I will start using the preparation guidelines for my next annual review next month."

"Try to encourage more parents in [our borough] to engage in mediation before tribunals, lawyers etc."

"Telephone tactics, very useful. Being more aware of not pigeon-holing people and their problems."

"Let parents tell their story and show that you're listening."

"By being more prepared for a meeting and being more understanding."

"Listen- take time- respond in language that is easily understood, using the same words."

"Make sure I explore parents' feelings of anger to try to get to the bottom of how they feel."

"Lots of practical tips I will use- summarising, allowing time for anger, talking before the meeting begins etc."