

- *Are you working in the SEN&D environment?*
- *And looking to develop existing skills to more effectively work with clients to find solutions to a disagreement?*

### **The Course**

The SEN&D Code of Practice emphasises the early resolution of disagreements to avoid unnecessary stress and expense. The course focuses on key skills to assist parents, councils, schools and others to informally resolve differences of opinion around a child's / young person's SEN support.

### **Day 1 – Objectives**

- You will increase your understanding of disagreement and why it occurs
- Learn skills to assist parties see their disagreement in a constructive, rational light
- Gain practice in putting these skills into practice

### **Day 2 – Objectives**

- You will have a greater awareness of your own disagreement resolution style
- Understand the principles, structure and some of the skills required to assist parties resolve disagreements
- Have a go at putting these (mediation) skills into practice

### **The Course Includes...**

- An understanding of conflict, why it arises and its costs and benefits
- The strategies available to deal with disagreement
- The role of unmet needs in driving conflict
- The role of listening and effectively communicating in situations of disagreement
- The importance of 'process' and finding win – win solutions
- The role of a mediator in assisting difficult conversations and the negotiation process

### **Course Format**

The course is delivered using a varied mix of formats – information giving sessions and workshops; games to demonstrate concepts; and a chance to put it all into practice using SEN&D example role plays.

### **About Us**

Community Accord is a mediation service based in Bradford, established in 2003. Our training is based on the delivery of SEN&D, Neighbourhood and Workplace mediation. We deliver SEN&D Mediation for a number of different local authorities.

**For More Information...** Call: 01274 223313, or Email: [info@communityaccord.com](mailto:info@communityaccord.com)