



## DINGLEY'S PROMISE COMIC RELIEF EARLY YEARS INCLUSION PROGRAMME

### Course 4: Having Difficult Conversations with Families



Are you concerned about Ofsted?

Would you or your employees like to have more knowledge, confidence and skills in the workplace?

Are you concerned about excluding children when you want to be inclusive to all?

Would you like parents to have even more confidence in your settings ability to enable their child to thrive than they do today?

If you answered yes to one or more of the above, then the Dingley's Promise Comic Relief Early Years Inclusion Programme is for you!



Transforming early education for children with SEND by building inclusion.

# HOW WILL I AND MY SETTING BENEFIT?

## This learning can ...

- Support a good inspection outcome,
- Increase your knowledge, skills, and confidence and those of your employees,
- Support a whole setting approach to inclusivity,
- Increase parental confidence in your setting,

... by providing you and your employees with the knowledge and skills to thrive in inclusive practice!

## What makes this programme stand out from others?

- It's completely free because it's funded by Comic Relief!
- It's aimed at early years practitioners but open to anyone who works in or with early years settings.
- It can be completed anytime, anywhere, and anyhow!
- It is proven to support your ongoing professional development and that of your employees by growing knowledge and skills.

## What is the learning about?

This learning is the fourth of ten courses within the programme and explores the conversations that you sometimes need to have if a child is not making the progress in their learning or behaviour that you would expect. First we will look at your own communication and interactions skills. Are you a good listener and how do you show that to the parent you are talking to? How do you know if they are listening to you in turn and what can you do to remove barriers to their understanding and acceptance? Next, we will look at the difficult conversations you can plan for. What can you do to ensure the best possible outcomes for the child and their family? What part can you play in starting or maintaining a process of discovery about the child's strengths, difficulties and needs? And finally, we will consider the unplanned conversations you may encounter with frustrated, worried or even angry parents. How can you be ready to respond with professionalism and how can you keep yourself safe from harm and accusation?

## What does it aim to achieve?

To provide learners with strategies more managing even the most difficult of conversations, whether planned or unplanned.

# WHAT WILL THE LEARNING COVER?

*This course is comprised of three modules:*

## **Module 1: Communication Skills**

This module seeks to help you understand how your body language can impede or be used to improve your interactions, provide an awareness of your own listening skills and an understanding of potential barriers for us and the parent, increase awareness of the importance of choosing our words carefully when tackling sensitive topics, provide strategies to support your emotional well-being when conversations with parents are difficult, and to help you understand how to facilitate parent's listening skills and remove barriers to communication.

## **Module 2: Planned Conversations**

This module seeks to share how to prepare for a scheduled conversation including logistics of where, when, who etc, provide an understanding of how to remove potential barriers to the family's attendance. increase awareness of how to pace a meeting and what to include so that all important aspects are covered effectively, and get you thinking about the follow up to the planned conversation.

## **Module 3: Unplanned Conversations**

This module seeks to provide an understanding of policies and procedures that cover unplanned conversations, increase awareness of how to stay safe when working alone, share techniques to use to de-escalate confrontation. and get you thinking about the follow to an unplanned conversation, including GDPR compliance.

*What type of learning is it and how long will it take me?*

The learning is an online package which includes a mix of theory and practical activities designed to help you get the most from the learning and put you in the strongest position to put the learning into practice back in the workplace. Learning can be completed in your own time and at your own pace. You should expect to set aside up to five hours of your time overall to complete the whole learning.

*What can I expect from the learning?*

You will gain knowledge of and strategies for applying your own personal communication and interaction skills.

- planning and conducting a scheduled difficult conversation.
- preparing yourself for an unplanned difficult conversation.
- recording and learning from difficult conversations.

# HOW DO I SIGN UP?

To sign up, you simply need to complete our short registration form, which is here: <https://dingley.org.uk/dingleys-promise-training/early-years-inclusion-programme/>

After signing up, Dingley's Promise will contact you via email to confirm next steps.

## About Dingley's Promise

Dingley's Promise is a national charity, who are transforming the Early Years for children with Special Educational Needs and Disabilities. Our mission is to deliver life changing support to under 5's with SEND, and their families.

## About Comic Relief

Comic Relief is a major charity based in the UK, with a vision of a just world, free from poverty.

## CONTACT US

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