



# Barnsley SENDIASS

## Talking Things Through: Communicating Effectively about SEND

### Communication Checklist

#### Before You Pick Up the Phone, Send an Email or Attend a Meeting

- ☐ What is the main issue I want to discuss?
- ☐ Have I spoken to my child or young person and listened to their views?
- ☐ What would my child or young person like to see happen?
- ☐ Am I speaking to the right person about this issue?
- ☐ Do I have any relevant information, records or evidence?
- ☐ Have I written down the key points I want to make?
- ☐ What outcome or solution am I hoping for?

- ☐ Have I considered how the other person may understand the situation?
  - ☐ Have I checked that the information I have is accurate?
  - ☐ Have I discussed my concerns with someone I trust first?
  - ☐ Am I feeling calm and ready for a constructive conversation?
  - ☐ Am I focusing on finding a solution rather than assigning blame?
  - ☐ If I am writing an email or letter, does it reflect my own views and my child's experiences?
  - ☐ Have I kept my communication factual, respectful and clear?
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### **Conversation Planning Template**

My Communication Planner

Child/Young Person's Name: \_\_\_\_\_

Date: \_\_\_\_\_

#### **1. What is the main issue I want to discuss?**

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#### **2. Why is this important?**

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#### **3. What are my child or young person's views?**

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#### **4. What would they like to see happen?**

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#### **5. Who is the best person to speak to?**

- ☐ Class Teacher
- ☐ SENCO

- ☐ Headteacher
- ☐ EHCP Coordinator
- ☐ Local Authority Officer
- ☐ Other: \_\_\_\_\_

## 6. Key Facts

What are the important facts I want to share?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## 7. Evidence or Information I Have

- ☐ School reports
- ☐ Emails
- ☐ EHCP
- ☐ Medical advice
- ☐ Attendance records
- ☐ Meeting notes
- ☐ Other: \_\_\_\_\_

## 8. Questions I Want to Ask

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## 9. What Outcome Am I Hoping For?

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## 10. Key Message

If I only had one minute to explain my concern, what would I say?

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## 11. After the Conversation

What was agreed?

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### Who will do what?

| Action | Person Responsible | By When? |
|--------|--------------------|----------|
|        |                    |          |
|        |                    |          |
|        |                    |          |

### Follow-Up Needed?

- ☐ No
  - ☐ Yes, I will follow up by:
    - ☐ Email
    - ☐ Letter
    - ☐ Telephone call
  - ☐ Further meeting
- 

## Remember

### Pause - Plan - Communicate - Follow Up

Most concerns are easier to resolve when they are raised early, discussed calmly and focused on the child or young person's needs. Good communication does not always mean everyone agrees, but it can help ensure everyone feels heard and understands the next steps.

### Top Tip from SENDIASS

Before any conversation, ask yourself:

*"What is the issue, what is the impact on my child or young person, and what would I like to happen next?"*

Keeping these three questions in mind can help conversations stay focused, productive and solution-oriented.

## Contact us:

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