

Plan conversations and meetings

Consider planning conversation and meetings around three phases: preparation, participation, and follow-up.

Participation involves engaging with the people needed to help ākongā to thrive. It usually involves ākongā, staff, whānau and, if appropriate, others who provide support or expertise.

Preparation

- Have we invited the people we need, for example whānau and other support people?
- How do we make the meeting welcoming and supportive for everyone?
- Is everyone ready to talk?
- Does the format honour all contributions and seek all viewpoints?
- Is there a clear process to follow, for example conversation prompts?
- Where is the appropriate place to talk?

Participation

Conversation or individual reflection prompts could include:

- What happened and how has it affected everyone?
- How can we help ākongā to thrive?
- What can each of us do to meet ākongā needs?
- What needs to happen or change?
- How can we help everyone involved to feel safe and calm?
- What additional help is needed?
- What are our next steps?

Follow-up

Provides the opportunity to touch base with ākongā, whānau and staff to ensure that every part of the ngahere is thriving.

Affirm the efforts made by ākongā, whānau and staff and consider next steps.

- What has worked well?
- What do you need more support with?

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