

# WORKSHOPS

Workshop	Title of Workshop	Suitable for
1	<p><b>Responding to conflict and reluctant families – Hazel Hedley, NACCC Chair</b></p> <p>This workshop will include</p> <ul style="list-style-type: none"> <li>• To help volunteers respond and manage conflict situation</li> <li>• Explore ways of managing reluctant family members, both those reluctant to start contact and those reluctant to move on</li> <li>• To be able to discuss why different family members may be reluctant within the contact situation</li> <li>• To consider the effects at the start, middle and end of the contact situation</li> <li>• To think about ways that families can be encouraged to see the Contact Centre as a 'stepping stone'</li> <li>• To understand why conflict occurs in a Child Contact Centre, explore our reactions and how to deal with the conflict</li> </ul>	Supported and Supervised contact
2	<p><b>Safeguarding/Child Protection for Volunteers/Staff working in a Supported CCC –Sarah Collins</b></p> <p><i>Attendance on this course will mean you don't have to do the training module.</i></p> <p>This workshop will include</p> <ul style="list-style-type: none"> <li>• To create an awareness of safeguarding and child protection issues amongst volunteers/staff at Child Contact Centres</li> <li>• Understand the terms 'safeguarding' and 'child protection' and why they are important</li> <li>• Recognise the safeguarding and child protection issues that can arise in Child Contact Centres</li> <li>• Understand who is responsible for identifying safeguarding and child protection issues</li> <li>• Appreciate how safeguarding and child protection issues need to be responded to, recorded and reported Recognise the support available to volunteers and staff dealing with safeguarding or child protection issues within Child Contact Centres</li> </ul>	Supported contact
3	<p><b>Listening, Observing, Recording and Report Writing – Louis Ruddlesden, NACCC Service Development Manager</b></p> <p>This workshop will include</p> <ul style="list-style-type: none"> <li>• Preparation for contact (prior information and a clear understanding of the role and work required)</li> <li>• Observation (what it means and what is required)</li> <li>• Listening / hearing (useful hints and necessary skills)</li> <li>• Report Writing (how, what, when, timing)</li> </ul>	Supervised contact
4	<p><b>The Court Process – Janice Ward &amp; Sheila Irvine, CAFCASS</b></p> <p>This workshop will include</p> <ul style="list-style-type: none"> <li>• Work to first hearing which will cover application to court and the First Dispute Resolution Hearing</li> <li>• Work following the first hearing including Section 7 reports referrals to SPIP courses.</li> <li>• Information about SPIP and referrals to Contact Centres.</li> </ul>	Supported and Supervised contact