



# Front of house training: Special Educational Needs and Disabilities (SEND) families

## Draft schedule

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Time	Content
10-10.10am	<b>Welcome and introductions</b>
10.10-10.40am	<b>Presentation:</b> Introduction to SEND families
10.40-11.10am	<b>Presentation and group activity:</b> Developing your SEND friendly welcomes and farewells
11.10-11.20am	<b>Break</b>
11.20-11.50am	<b>Presentation and group activity:</b> Tackling common scenarios
11.50am-12.10pm	<b>Presentation:</b> Top tips for creating family friendly interactions
12.10-12.25pm	<b>Group activity:</b> Putting training into practice in your organisation
12.25-12.30pm	<b>End of session:</b> What's next and recommended reading to support your work