

## Facilitating case conference meetings

Good practice includes:

- Clarifying the purpose of the meeting
- Checking on participants' understanding of the process and intended outcomes
- Ensuring that all participants have an opportunity to speak
- Encouraging all participants to listen to each other
- Ensuring that the student's views have been heard and incorporated in shared decision-making and planning
- Endeavouring to be non-judgemental
- Managing conflict in a constructive way
- Using a Solution-focused approach
- Articulating clear outcomes that all participants understand
- Staying within time schedules
- Maintaining accurate written records.