

# SAFEGUARDING IN 6

## MANAGING DIFFICULT CONVERSATIONS



### PREPARE

- Gather relevant information, understand the concern clearly & be sure of the purpose for the conversation.
- Consider the emotional impact & any potential risks for those involved.
- Be familiar with your club's policies & procedures.
- Choose a private setting allowing for confidentiality, as far as safeguarding procedures will allow.

### USE OPEN-ENDED QUESTIONS

Open-ended questions allow you to obtain more information rather than simple yes/no answers. Use '5WH' questions to support with this:

- WHO
- WHAT
- WHY
- WHERE
- WHEN
- HOW

### BE CLEAR/DON'T BEAT AROUND THE BUSH

- Use simple jargon free, non-judgemental language.
- Be clear on what you are required to do, such as following disciplinary procedures or reporting to statutory agencies.
- Avoid speculation, blame or making promises on outcomes.
- Be direct, getting your message across clearly while showing respect & care.

### BE AN ACTIVE LISTENER

- Give the person space to speak.
- Show empathy & allow for silence.
- Repeat what you have been told in your own words, to check for understanding & accuracy.
- Consider having an additional person to take notes, in order to maintain focus.

### STAY FOCUSED & PROFESSIONAL

- Keep the conversation on track by gently steering back when it goes off topic.
- Avoid being drawn into personal opinions or emotional reactions.
- If the conversation becomes confrontational or distressing, remain calm & reiterate your role & responsibilities.

### RECORD & REPORT

- Document the conversation factually & promptly, using direct speech & remain objective in your reporting.
- Follow your safeguarding reporting procedures without delay.
- Ensure any agreed actions are recorded & communicated to the appropriate people or agencies.
- Due to confidentiality reasons, you may not be involved in the decision-making process or know the outcome.
- Look after yourself and reach out if you need to talk or get support.

ACTIVE ESSEX SPORT WELFARE LEADS

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