



The art of courageous conversations

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Aims:

- To consider and identify the context for promoting courageous conversations within care environments
- To reflect on skills and tips for engagement with unspoken challenges we face in everyday practice.



Why?
Who ?
When?

How?

Why ??

To build sustainable engagement with issues that affect care - BASICS

- ❑ Learning from Serious Case Reviews – concept of ‘Wilful Blindness’
- ❑ Acknowledging the political, socio-economic challenges
- ❑ Commitment to diversity, equality and social justice
- ❑ Moving towards distributive leadership
- ❑ Increased accountability, transparency and authenticity – the need to make changes and our role within this
- ❑ Modelling skills which draw on both intellectual and emotions combined with competencies

When we avoid difficult conversations we trade short term discomfort for long term dysfunction.



someecards
user card

Where ??

Any situation where you are:

- feeling a sense of unfairness, wrongdoing
- You KNOW that things are really not right
- You sense a risk in speaking up/awkward/embarrassed/afraid/causing offence or upset
- You need to deal with an issue that is looming
i.e

In management or supervision

With learners such as students on placement

With service users and carers – it works both ways

The major difference between you and other peoples is that you know what you are thinking and feeling, whereas other people know only what you look like and how you are behaving. This fundamental difference between you and everyone else makes your behaviour extremely important.....

(Honey, 2001)

Speak or Stay Silent?

What could be damaged?

Do you know what you want?

Do you recognise your own contribution and are you prepared to own it?

Do you want to get back at someone?

Would you rather avoid it?

Why?



When ??

Initiating a courageous conversation

They can go badly!!!

Always use natural opportunities

First person invitations are important

Then telephone

Initiating by e mails should be a last resort

Be aware that your style may get in the way

So - practice first and seek advice

How??

Opening statements.....explain....name the issue,
(provide an example)

Take responsibility for your part of the conversations

Describe your emotions (emotional intelligence)

Clarify why it is important

Anticipate the other person/s concerns

Then!

Be curious - seek further information

Actively listen including verbal and body language

Always invite a response

Be supportive

Try to identify and promote the incentives for them to change

Promote self-care strategies

Seek a solution

Agree actions and schedule a follow up

If things go wrong!

- ❑ Keep brief notes and use these to review. Always give the person/s a copy so they are clear about what has been agreed and the consequences for failing to achieve change
- ❑ Allow people to be accompanied at any formal meeting
- ❑ Allow and provide a process for appeals against any formal decisions made
- ❑ Take the opportunity to adjust any policies or practices to improve

Learning from Courageous Conversation and before you need them

- ❑ Make good use of policies and procedures and set standards as a reference point where there are disputes or problems in the team/service
- ❑ Work on your interpersonal skills and adopt a curiosity and hypothesizing approach to resolving problems
- ❑ Seek help from people in your organisation or outside to consult and mediate where the situation is escalating.

**“PEOPLE WILL FORGET
WHAT YOU SAID,
PEOPLE WILL FORGET
WHAT YOU DID,
BUT PEOPLE WILL
NEVER FORGET
HOW YOU
MADE THEM FEEL.”**

**Be brave
enough to
start a
conversation
that matters.**

References

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