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# Having Difficult Conversations with Children, Adults at Risk and their Families to Safeguard them

The aim of this training is to improve participants' confidence with having difficult conversations with service users by reviewing core communication skills, discussing obstacles to clear, open communication and ways to overcome them, and providing an opportunity to exchange different perspectives, tools, and models regarding difficult conversations in a multi-agency setting.

## By the end of this training, participants will be able to:

- Describe good core communication skills, including active listening, questioning, and non-verbal communication skills.
- Explain why it is important to be confident and able to ask difficult questions. Difficult questions may include asking about: safeguarding concerns, seeking consent, making referrals, personal experiences of service users and other sensitive topics.
- Discuss tools and models designed to facilitate difficult conversations and have the confidence to use them when working with children, adults at risk, and their families.
- Apply the skills and techniques practiced on the course to their professional role working with children, young people and adults at risk.

## Target Audience

This is a **basic** level training course for those front line staff who may work with children, young adults, or adults at risk (Groups 1 and 2). Agencies are encouraged to attend from both the voluntary and statutory sectors.

Please note this training is not a replacement for single agency training already provided within some organisations

## This course is for both Cambridgeshire and Peterborough Practitioners

Date	Venue	Time
25.09.19	Peterborough Education Conference Centre	9.30-12.30
15.10.19	Hunts FA	9.30-12.30

To book a place, visit

[www.safeguardingcambspeterborough.org.uk/availabletraining/](http://www.safeguardingcambspeterborough.org.uk/availabletraining/)

For further information, email [safeguardingboardstraining@cambridgeshire.gov.uk](mailto:safeguardingboardstraining@cambridgeshire.gov.uk)