

CareTutor

LIVE CPD WEBINAR

Difficult Conversations in Adult Social Care:

How to raise issues early, fairly
and confidently.

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Who are we?



- ✓ CareTutor is a social care training provider delivering the following:
 - Pathway our video-based eLearning platform with over 100 video-based courses
 - Leadership training programme – SfC designed, instructor led, fully funded, delivered by webinar
 - TeamTalk our team learning toolkit
- ✓ Courses are Peer reviewed by organisations such as the Social Care Institute of Excellence.
- ✓ We are a Quality Assured Care Learning Service
- ✓ Great for induction, refresher and Care Certificate Training
- ✓ Feature-Packed Learning Management System – Track Your Team Learning Progress

Today's focus

Difficult conversations are part of good leadership.

Today we will look at how to:

✓ Raise issues early.

✓ Keep conversations fair.

✓ Listen without losing direction

✓ Agree clear next steps

✓ Record and follow up appropriately.

Why these conversations feel difficult

- ✓ Managers often delay difficult conversations because they feel uncomfortable.
- ✓ They may worry about damaging relationships, saying the wrong thing, creating conflict or not having enough evidence.

Key question:

What happens when concerns are left too long?

Why early conversations matter

Small issues can become bigger risks when they are not addressed.

Early conversations can support:

✓ Clearer expectations.

✓ Better team working.

✓ Learning and development.

✓ Safer practice.

✓ A more open culture.

Guidance and expectations

Difficult conversations link to:

- ✓ ACAS guidance on raising and handling workplace concerns fairly.
- ✓ CIPD guidance on early conflict management, feedback and performance conversations.
- ✓ Skills for Care guidance on positive workplace culture, supervision and leadership.
- ✓ CQC expectations around safe staffing, support, supervision, learning culture and Well-led services.

Key Message

Good managers do not avoid difficult conversations. They handle them early, fairly and professionally.

Common triggers in adult social care

A difficult conversation may be needed when there are concerns about:

- ✓ Practice.
- ✓ Behaviour.
- ✓ Communication.
- ✓ Attendance.
- ✓ Team relationships.
- ✓ Recording.
- ✓ Following policy.

The issue may be small, but the impact can be significant.

Prepare before you speak

Before the conversation, ask yourself:

What exactly is the concern?

What examples do I have?

What policy or expectation applies?

Is this suitable for an informal conversation, or does policy require a formal route?

What outcome am I aiming for?

What support might be needed?

Focus on the issue, not the person

Keep the conversation based on:

- What happened.
- What was seen or heard.
- What the impact was.
- What needs to change.

Avoid:

- Labels.
- Assumptions.
- Personal criticism.
- Unrelated issues.

Focus on observable facts, impact and expectations.

A simple conversation structure

- ✓ Open clearly.
- ✓ Share the concern.
- ✓ Listen.
- ✓ Explore.
- ✓ Agree next steps.
- ✓ Record and follow up.

A simple structure helps managers stay calm, fair and consistent.

Curious leadership

A curious leader asks:

- ✓ What might be behind this?
- ✓ Is this conduct, capability, confidence or wellbeing?
- ✓ Is there a training or supervision gap?
- ✓ Is anything in the service contributing to the issue?
- ✓ What support could help?

Curiosity does not remove accountability. It helps managers understand the full picture.

Listening without losing direction

Good listening helps people feel heard.

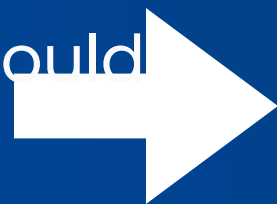
But managers still need to keep the conversation focused on:

- ✓ The concern.
- ✓ The impact.
- ✓ The expected standard.
- ✓ The next step.

Listening and accountability can sit together.

Agreeing next steps

A useful outcome should be clear.



✓ A practice expectation.

✓ A support action.

✓ A review date.

✓ A training or supervision need.

✓ A formal route if required.

The staff member should leave knowing what happens next.

Evidence and follow-up

If it is not followed up, the conversation may not lead to change.

Useful evidence may include:

- ✓ Factual supervision notes.
- ✓ Action plans.
- ✓ Training records.
- ✓ Competency checks.
- ✓ Review meeting notes.
- ✓ Escalation decisions.

Fair, factual records protect the person, the staff member and the service.

Key takeaways and Q&A

- ✓ Raise issues early where appropriate.
- ✓ Prepare fairly.
- ✓ Focus on behaviour and impact.
- ✓ Listen well.
- ✓ Agree clear next steps.
- ✓ Know when to seek advice or use a formal process.
- ✓ Record and follow up.

Q&A:

What makes difficult conversations challenging in your service?



TeamTalk 45-Day Free-Trial

- ✓ Strong services need more than compliance.
- ✓ They need learning that is revisited, discussed and applied.
- ✓ TeamTalk helps make reflective team learning easier to run in practice.
- ✓ Leadership development helps managers lead culture more confidently.
- ✓ Together, they offer a practical route from compliance to culture.



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Free-Trial and get full access**



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Q&A

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