

Webinar: Having difficult conversations



**Skills for Care webinar, co-delivered by ACAS
Thursday 26 November 2020**

During the webinar a couple of questions were asked which are answered below and we have also provided some useful links and websites for more information.

Please be aware that this information is correct as @ 26 November 2020 and is subject to change in line with Government guidance.

All our recorded registered manager webinars on a variety of topics, including this one, can be found on the website [here](#).

- **"Would you ask the individual to sign the conversation agreeing what has been said?"**

Following the informal meeting it is good practice to put in writing a brief outline of the discussion and the agreed action going forward including any review periods. This ensures that there is no misunderstandings on what was agreed as the way forward and the implications of any further such issues.

- **"As per the previous example, would we mention the disciplinary actions would be taken if continued or not (when attempting to resolve), as I think this can always have a negative outcome"**

Any process should be clear and transparent and therefore it is important that individuals are made aware when any further issues could lead to formal disciplinary action. Disciplinary action should not come as a surprise to the individual concerned.

Useful information

- [Culture Toolkit](#)
- [Values-based approach through recruitment – workshops and seminars](#)
- [People Performance Management Toolkit](#)

[ACAS website - https://www.acas.org.uk/](https://www.acas.org.uk/)