

# Planning a Difficult Conversation

Think about a real conversation you need to have (or have been avoiding) and remember the following:

## 1. Structure the conversation

- **I've noticed... (start the issue/s at the start of the conversation)**  
*(What have you seen? Focus on evidence and be specific)*
- **The impact is...**  
*(How is this affecting students, learning, or the wider team?)*
- **The desired outcome...**  
*(What is the clear expectation and outcome moving forward?)*

## 2. Prepare for dialogue

- What might their response be?
- How will you use their words and show you are listening?

## 3. Stay in the Adult State (TA)

- How will you keep your tone calm, clear, and focused?
- What will you say if they respond defensively?

## 4. Agree on next steps

- What outcome are you aiming for?
- How will you follow up and ensure consistency?

## Key reminders from the webinar recordings:

- Have the evidence with you
- Keep the message clear and avoid foggy words
- Focus on dialogue, not confrontation
- Meet people where they are
- Plan your follow-up
- Where are the gaps in your school when it comes to having difficult conversations, and what needs to improve?

For more information about the content covered in this webinar, please reach out to us at [cpd@veema.co.uk](mailto:cpd@veema.co.uk).

If you would like to explore how this can be delivered as an INSET session either online or face-to-face, please let us know.

Remember, [NPQs are starting soon](#). If you are interested in studying a leadership qualification with Veema, do get in touch.

Thanks,  
Costa