

Courageous & Challenging Conversation Tool

What is my goal for this conversation?	
To discuss consent for a Request for Support to be made. I would like consent to be given, however I believe my concerns are at level 4 of the Kent Support Levels Guidance, so will need to make a Request for Support even if consent is not given.	
What am I concerned about? (Use simple, clear, jargon-free language)	Why am I concerned? (What information or facts do I have?)
Child is severely absent from school. That child is being left at home unattended for significant periods of the day.	Attendance reporting shows child is absent from school for over half of the time they should be here. Parent has said this is because they cannot get child to school as they start work early in the morning. Child has said they are home alone during the day. These are indicators at level 4 of the Kent Support Levels Guidance.
What questions do I need to ask & how can I phrase them?	
Child has said that they are home alone when not at school, and parent has said they start work early in the morning, implying they are away. Is there someone else in the household supporting and supervising child? How is parent hoping to support their child to attend school? Is there support that parent thinks would help?	
Are there strengths can I highlight in the conversation?	
When child is in school they are engaging well with staff.	
Do I have worries about this conversation?	How can I mitigate or prepare for those worries? (What or who might be able to help me?)
Yes – I am concerned parent will see the referral as a punishment, will not want to consent, and will be angry with me. They may become confrontational.	Prepare information about the Request for Support, explain that it is my responsibility to submit based on my concerns, but with the aim of support being provided. Discuss with my concerns with my manager, practice how I can answer concerns about the Request for Support.