

Challenging Conversations

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My priority is to make sure you are safe. If nothing is wrong that's great, but I would like to discuss what I am concerned about so that I can be sure.

How does this approach demonstrate professional curiosity?

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My priority is to make sure you are safe. If nothing is wrong that's great, but I would like to discuss what I am concerned about so that I can be sure.

It acknowledges the individual's perception without accepting things at face value. It provides opportunities for in depth discussion and exploration of the things you are worried about.

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This is just how we do things in our family/community. It is nothing to worry about.

I am not here to judge traditions or practices, but I need to make sure that nothing is causing harm or putting anyone at risk. Can you tell me more about how this works?

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It facilitates exploration of practices and traditions that may increase risks of harm. It develops our understanding of family dynamics and the lived experiences of those we are concerned about: it enables us to constructively challenge whilst being culturally sensitive.

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How dare you accuse me of that. This is none of your business

I understand that this might make you uncomfortable but I have noticed/heard...I am not accusing you, but it would be helpful to understand things from your point of view, so that we can work together to keep you and your family safe.

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I understand that this might make you uncomfortable but I have noticed/heard...I am not accusing you, but it would be helpful to understand things from your point of view, so that we can work together to keep you and your family safe.

It balances empathy with responsibility; it acknowledges the individual's discomfort whilst maintaining clarity. It diffuses confrontation and allows us to make enquiries without making assumptions.

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It isn't such a big deal. You are being too sensitive and blowing things out of proportion

I understand this might not seem like a big deal to you, and I am not here to judge. Part of my role is to explore things that could easily be missed, so could you help me understand the full picture?

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It balances transparency with opportunities to build relationships and understand other perspectives which minimises the risk of assumptions and unconscious bias.

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It's not that bad, other people have it much worse. Perhaps you should focus on them

I understand your point and agree that lots of people face extremely difficult circumstances. However, your circumstances are valid and challenging in their own way

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I understand your point and agree that lots of people face extremely difficult circumstances. However, your circumstances are valid and challenging in their own way

It maintains a respectful tone whilst constructively challenging the idea that others deserve help and support more than others. It demonstrates patience and understanding, which is the cornerstone of trauma informed practice.

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I don't need to explain myself to you

I am not here to judge, but I am here to make sure that everyone is receiving the right support. Your views are important so that we can improve things for you and your family

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It establishes that your purpose is rooted in care and responsibility. It validates the other persons perspective whilst demonstrating tenacity and perseverance, which are key to building relationships.