

# Tricky Conversations

## With Families

**This training session is being delivered by Keith Bates, the popular presenter from our previous webinar on dysregulated behaviour.**

In schools, we have all seen an almost exponential rise in the expectations and demands from parents and families in the last few years. This has led to a landscape often characterised by tension and conflict with some families.

In this webinar designed for all school and college staff that interact with families, we will cover:

- A context to this developing challenge and understanding why families sometimes react as they do.
- Outlining key principles and approaches which can stop situations escalating and the pitfalls to avoid.
- How to organise meetings and prepare conversations through understanding the power of verbal and non verbal communication.

By developing the skills through these approaches, we can restore and build more constructive relationships with even some of our most tricky families.

### 07.10.2025 15.30 - 17.00pm

**THIS IS A VIRTUAL TRAINING SESSION HOSTED ON THE TEAMS PLATFORM.**  
**TRAINING CAN BE DONE AROUND ONE SCREEN IF DESIRED, BUT WE WILL STILL**  
**REQUIRE ALL CONTACT NAMES AND EMAIL ADDRESSES OF STAFF**  
**ATTENDING.**

**Please contact [courtney.hopson@gloucestershire.gov.uk](mailto:courtney.hopson@gloucestershire.gov.uk) to book onto this Virtual School Training opportunity.**

**Non-attendance or less than 3 full working days' notice of cancellation for online courses or 5 full working days for face-to-face courses will incur a cost of £100 per delegate at the discretion of the virtual school head. Contact [courtney.hopson@gloucestershire.gov.uk](mailto:courtney.hopson@gloucestershire.gov.uk) to cancel. If you would like to attend but are unable, please contact us to discuss. We might be able to help.**