



Difficult Conversations Script Starter Pack

When emotions run high, conversations between school staff and families can easily become tense or misinterpreted. This starter pack provides inclusive, relationship-focused language prompts to help school staff navigate challenging conversations with clarity, calm, and compassion.

These scripts will help you to de-escalate difficult moments, build trust with parents and stay grounded in relational and inclusive values



Keep a copy of these prompts visible during meetings

Print them on cards for staff to use as part of behaviour or safeguarding toolkits.



A Reassuring Introduction

We're here to listen and understand what's been happening from both home and school perspectives



During the Conversation: Holding Space & Responding

"I can hear how difficult this has been for you. We really want to find a way forward together."

"That's helpful to know — thank you for sharing it with us."

"Let's pause and take a moment if we need to, so we can keep this space supportive for everyone."

"Can we come back to what's working well, so we can build from there?"



Reframing and Rebuilding Trust

"It sounds like things haven't felt fair or consistent. Let's look at how we can change that moving forward."

"We know Charlie is capable of success, and it's our job to make sure he feels safe and supported in getting there."

"Let's chat about a few steps we could take"



Ending the Meeting Constructively

"To summarise, here's what we've agreed on today. Does that sound right to you?"

"Would it help if we checked in again in 2 weeks to see how things are going?"

"Thanks again for your honesty and support."



If you'd like more support with navigating tough conversations, or you're looking for someone independent to help move things forward, we offer independent mediation services tailored to your school's needs.

More information on our [Mediation Services](#)
or call us on 07852 224708 to discuss further

