



# Managing Difficult Conversations

One-day open seminar

**When:** March 25, 2025  
**Where:** 09:30 – 15:30 (online)

**£120**  
+ VAT

## Description

This seminar goes beyond best practice in managing disclosure and discovery. It draws on evidence-based approaches to achieving best evidence and interviewing vulnerable and intimidated witnesses. Led by facilitators with subject matter expertise and a depth of practical experience, this seminar will support participants develop their trusted adult status and manage difficult conversations with children that are evidentially sound, with care and effectiveness.

## Content

- ✓ Preparing to speak to a child
- ✓ Engaging and explaining to the child
- ✓ Effective Listening
- ✓ Rapport building
- ✓ Hierarchy of questioning
- ✓ Closing well
- ✓ Recording disclosure

## Participant Takeaways

- ✓ Useful handouts
- ✓ Reflective Learning Log
- ✓ Certificate

### Facilitator – Philip Baines, Director, Woodland Baines Ltd

Philip was a Detective having spent 30 years in the police. The last 14 years of his police service was in the Child Abuse Investigation Unit (CAIU). Philip is a qualified via;;

- ✓ Specialist Child Abuse Investigative Development Programme (SCAIDP)
- ✓ Achieving Best Evidence (ABE- VRI vulnerable and intimidated witness interviewer)
- ✓ Significant Witness Interviewer
- ✓ Enhanced Cognitive Witness Interviewer
- ✓ Joint Investigator – Section 47 Children Act '89
- ✓ PIP level 2 investigator

Philip was also seconded to the Training Department for 2 years, where he received qualifications in training and delivered all these subjects, including the above. Philip also supports survivors and families who have been victim of all types of abuse, including technology assisted child sexual abuse (TACSA) through his work as a consultant for the Marie Collins Foundation.

### Who will benefit

Safeguarding Leads  
Registered Managers  
Police Officers & PCSOs  
Childminders  
Houseparent’s & Residential Advisors  
Pastoral Support Workers  
Social Workers  
Youth Workers & Youth Justice Workers  
Children’s Club Workers

### Sectors

Education Sector including Boarding  
Alternative Education Providers  
Further Education & Apprenticeship  
Youth Services & Sports Organisations  
Fostering Agencies & Children’s Homes  
Charities & Faith Organisations  
International Schools  
Childcare & EYFS  
Law Enforcement