THE TIPS CALM FRAMEWORK

DIFFICULT CONVERSATIONS

A practical prompt for staying clear, kind and professional when a conversation becomes difficult.

C	A	L	M
CONTROL YOURSELF FIRST	**ACKNOWLEDGE THE CONCERN**	**LEAD TOWARDS WHAT CAN HAPPEN NEXT**	**MAINTAIN BOUNDARIES**
Pause before reacting. Keep your tone steady. Notice your own pressure. Do not mirror anger.	Show that you have heard the concern. Recognise frustration, worry or distress without promising an outcome you cannot deliver.	Move from the problem towards the safe options available. Be clear about what you can do, who can help or what happens next.	Kindness does not mean accepting abuse. Stay respectful, work within your role and use the local escalation route when needed.

CALM DOES NOT MEAN PASSIVE. The aim is to reduce unnecessary conflict while remaining clear about safe options, professional limits and acceptable behaviour.

Follow your practice's current procedures for abusive or threatening behaviour, safeguarding, clinical concerns and escalation. If safety is uncertain, stop and seek appropriate help.