Courageous Conversations

Working with Resistance

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Welcome!

- Today is just a snapshot
- Working with resistance impacts on professionals.
- Many people struggle with having difficult conversations.
- What does the resistance mean for the child?

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Resistance – one definition

- Families who don't engage or cooperate with services to protect children at risk of harm, including those who may appear outwardly compliant?
- Families who do not demonstrate positive change despite intervention and support from child protection services?

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your experience...

Tell your partner about a time when you were resistant.

What did this look like?

Why were you resistant?

How were you feeling?



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Why Are Families Resistant?



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Why Are Families Resistant?

- They do not want their privacy invaded;
- They have something to hide;
- They don't think they have a problem;
- They resent outside interference;
- They perceive there are cultural differences;
- They do not understand what is being expected of them;
- They have previously had poor experience of involvement with practitioners;

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Why Are Families Resistant?

- They resent staff changes;
- They dislike or fear authority figures;
- They fear their children will be taken away;
- Shame
- They fear being judged to be poor parents because of substance misuse, domestic abuse, mental health or other problems;
- They feel they have nothing to lose, for example when the children have already been removed.
- Through own negative experiences can find it hard to regulate emotions leading to apathy or disengagement.

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Resistance – a better definition?

What may appear to be resistance may be evidence that the **services families are receiving are not fit for purpose**

(Faith & Shemmings, C4EO)

Why does this matter…

75% of families in safeguarding case reviews characterised as 'uncooperative'

Families feel blamed – vicious cycle

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Types Of Unco-operativeness

Ambivalence	**Avoidance**
Confrontation	**Violence**

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Think of a performance issue you've raised/ had raised at work.

What worked well in addressing the issue?

What didn't work well?



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Getting the Balance Right

Identify and explore the underlying issues leading to such resistance.

Maintaining a child focus so the needs of the parent aren't prioritised at the expense of the child.



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Meet Amy….

Read Amy’s story.



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TOP TIPS

- Acknowledge your own feelings. And theirs.
- Use supervision
- Have a plan (and stick to it)
- If you feel at risk take notice and also consider what this means for the child
- Maintain a child focus whilst empathising with parental perspective
- Be clear about your worries without blame.

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your feedback



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