

ASSESSOR FORUM

Radical Candor: Having Difficult Conversations

—

23rd September 2023



Hosted by

Emily Sockett

ADCH Training and Assessment Manager

ASSESSOR FORUM SCHEDULE

Coming up...



Wednesday 20th September
Talking About ADCH Member Benefits
Guest Speaker: Therese Carr (Member and
Administration Manager at the ADCH)

Wednesday 25th October
Assessing Foster Activity
Guest Speakers from Battersea and Cats
Protection

HOUSE RULES

Recording in process

If you do not wish to be recorded, please turn off your camera

Video recording of this forum will be available for viewing in Assessor Toolkit area

Introduce yourself in the chat

Please put yourself on mute

Optional to have camera on or off

Submit questions via chat function





Difficult Conversations as an Assessor

Some potential examples:

- The Member being approached is reluctant to have an Assessment visit
- The Member you are assessing is unaware of their rescue's non-compliance with Standards
- The Member you are assessing is unwilling to accept your decision on Standard compliance
- The Member you are visiting is distressed about the Assessment outcome
- The Member is actively harming animals while you are onsite

WHY ARE SOME CONVERSATIONS SO HARD?

Positive Face

The need to be liked, accepted and appreciated.

It's all about self-esteem.



Negative Face

The need to act on one's own agency, wants and desires.

It's all about having freedom.



Conversations which 'threaten' either one of these faces are likely to feel 'difficult' in some way.

E.g. The comment "Your rescue is non-compliant with a number of key standards" may make someone feel un-appreciated and rejected.

E.g. The comment "You have to change your cleaning routine as a matter of urgency" may make someone feel that you are ordering them around and removing their freedom to make their own decisions.

Positive Face
The need to be liked, accepted and appreciated. It's all about self-esteem.



Negative Face
The need to act on one's own agency, wants and desires. It's all about having freedom.



Hang

on...

Assessors, it's your job to provide feedback and guidance to Members.
But don't worry! You aren't bound to threaten everyone's positive and negative faces!
It's all about managing the interactions to ensure difficult conversations can have good outcomes.

Positive Face

The need to be liked, accepted and appreciated.
It's all about self-esteem.

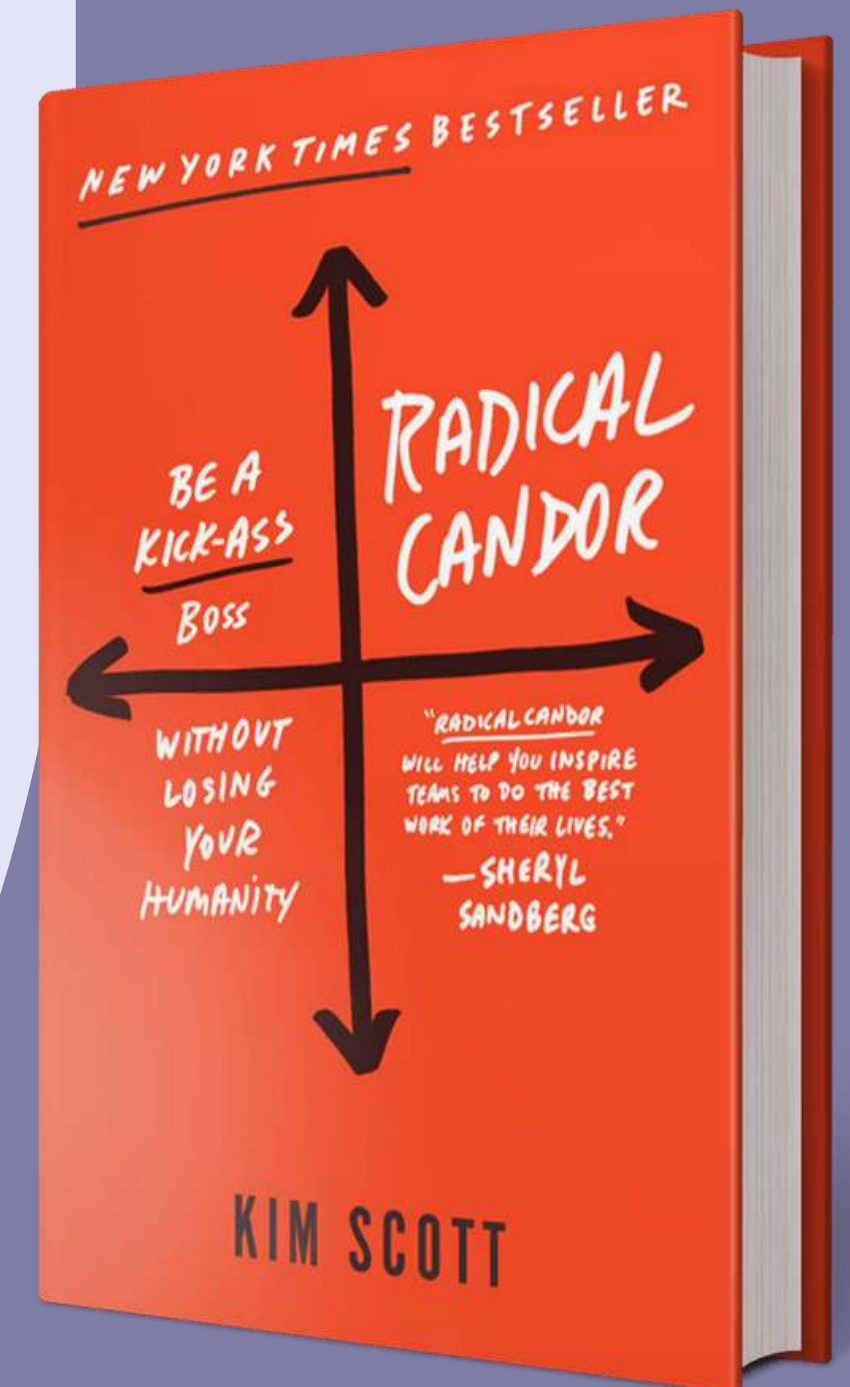
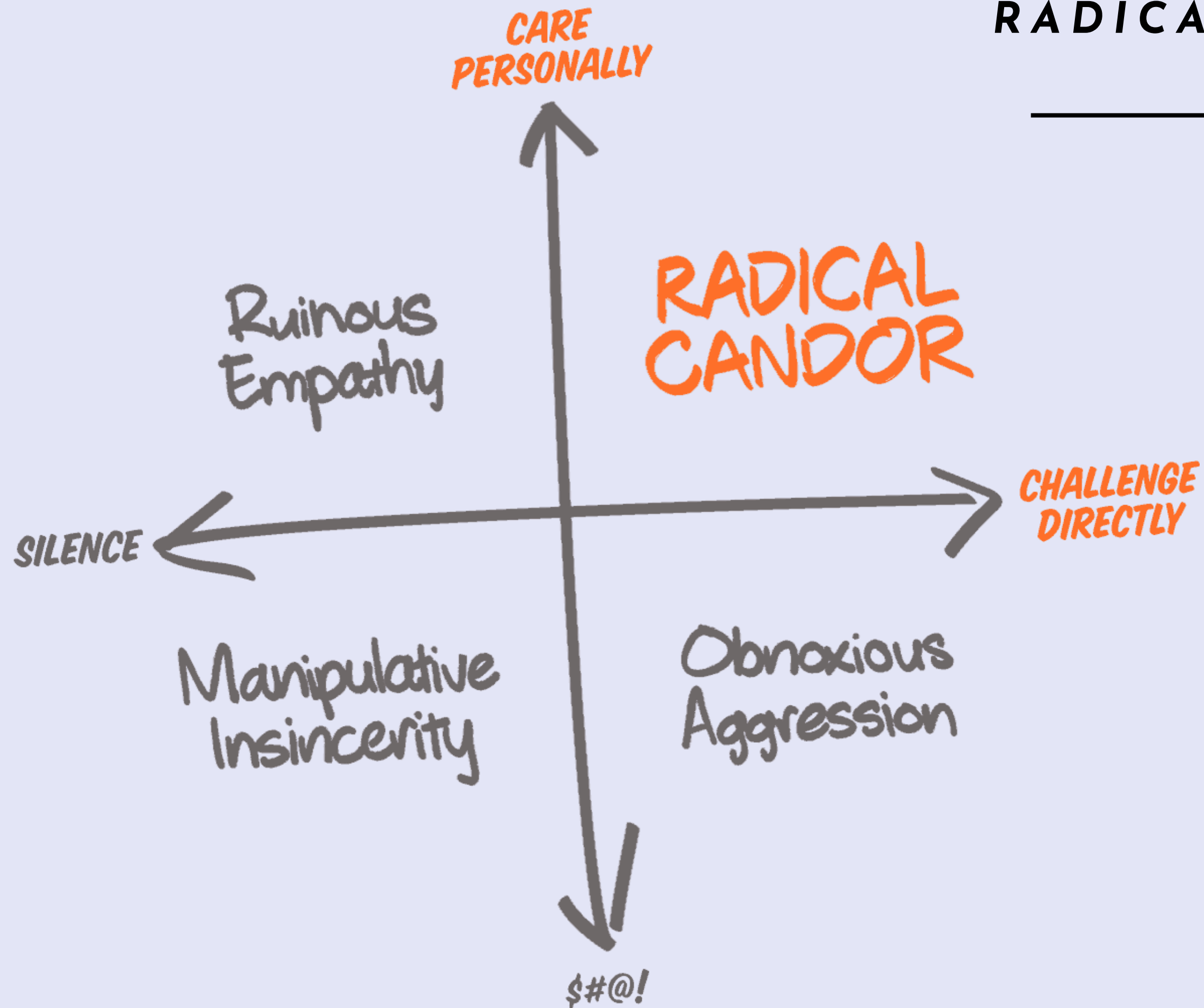


Negative Face

The need to act on one's own agency, wants and desires.
It's all about having freedom.



RADICAL CANDOR IS THE GOAL!



CARE PERSONALLY

ALWAYS CONSIDER WHAT SOMEONE
IS BRINGING TO A CONVERSATION

Age and location

Goals, priorities and
expectations

Previous experiences

Financial pressures

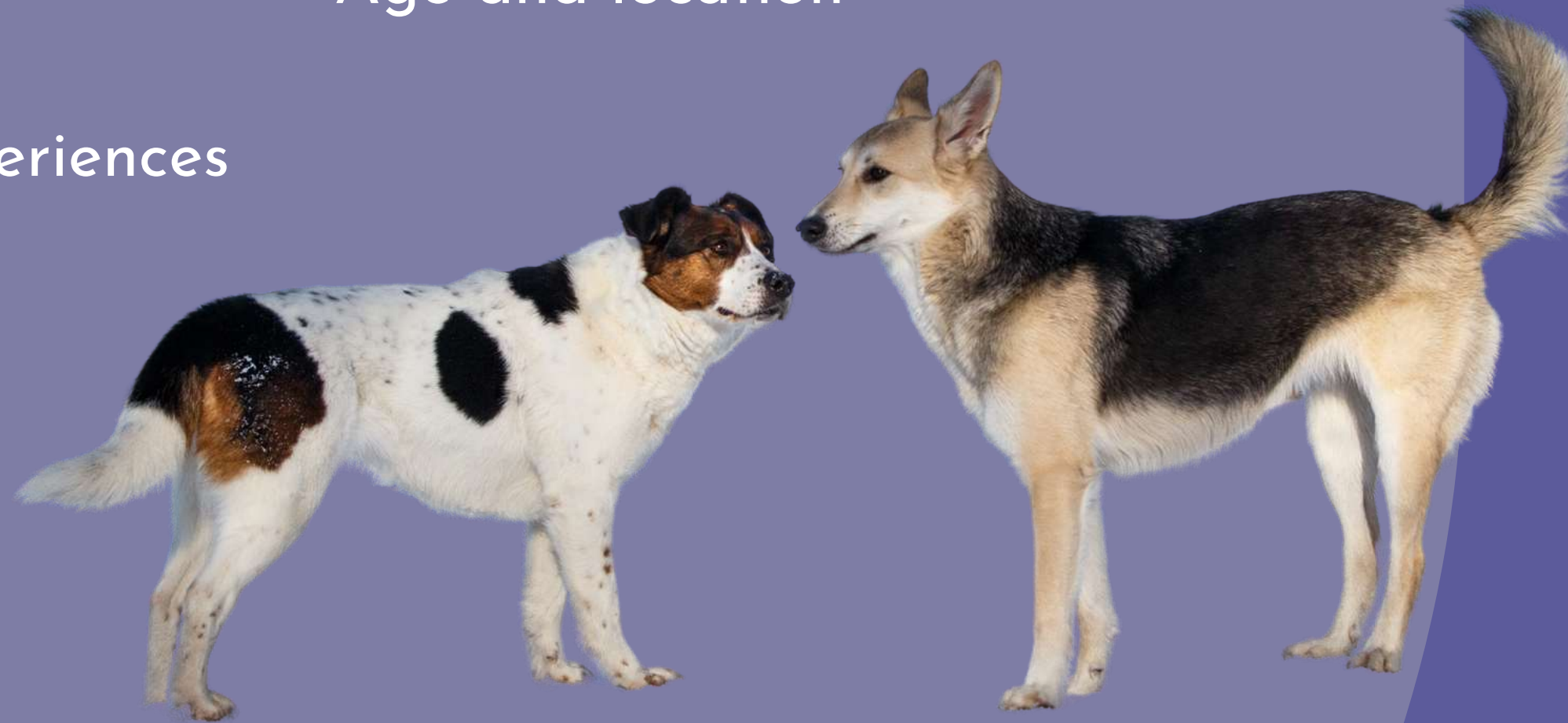
Personal beliefs

Unknown
influences

Well established relationships

How someone feels
'on that day'

...and many more!



- Use one on one time to build trust and establish a strong foundation - phone calls/Zoom sessions before the visit are great at doing this.
- Take an active interest in their lives, stories, backgrounds and rescues. Get on their website/social media and ask them about good news stories. Eg: "How is Trevor the cat doing in his new home?"
- Active listening, smiling and asking follow up questions.
- Be conscious of how others may perceive you, both in your role as an Assessor for the ADCH, and personally too.
- Be aware of 'what someone is bringing to the conversation'

**CARE
PERSONALLY**





**CHALLENGE
DIRECTLY**

- Be clear and concise
- Offer your feedback right there and then (if possible!)
- Take a few minutes if you need it - prepare in your mind what you want to say.
- Challenge behaviours and not people/organisations E.g.: “Your cleaning schedule needs to be more regular” rather than “Your rescue is unclean”
- Don’t challenge when there is room for confusion - get all the facts before offering feedback. Eg: Rather than "it looks like cleaning does not take place daily, you need to make sure you clean every day" try: "How often do you clean?" "Every other day" "Ok, Minimum Standards require daily cleaning"
- Offer resolutions/support - don't just 'Challenge Dump'!

Offering Solutions and Support

- ADCH Toolkits
- Template Policies
- ADCH Guide to New Builds
- ADCH KnowHow Courses
- Open Meetings and Conference
- Facebook Group + Networking

Don't Forget! Our Next Assessor Forum:

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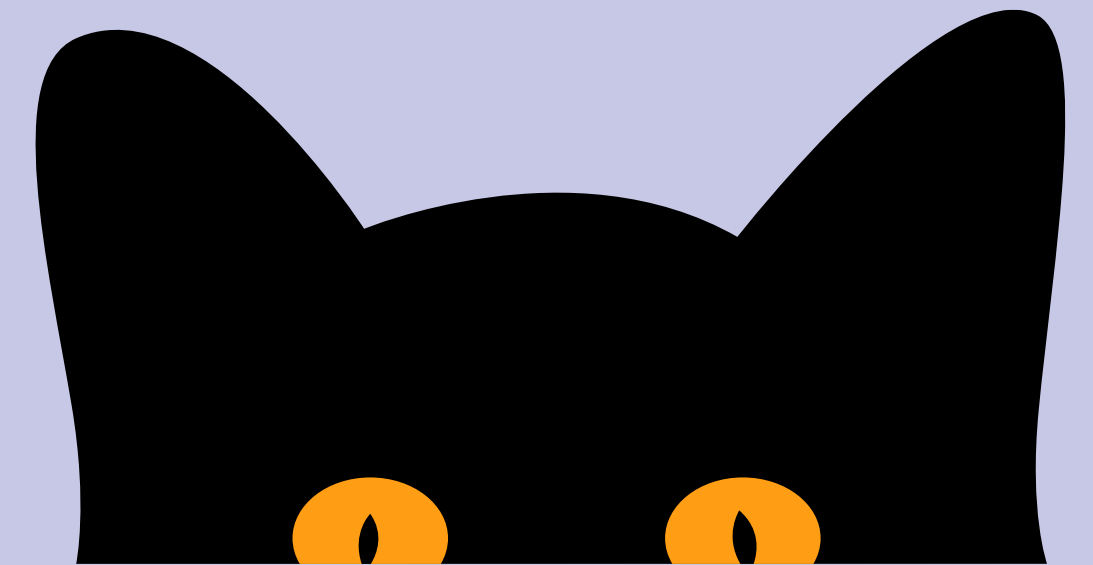
(+H.O.)

Consider the following questions before engaging in a 'difficult conversation':

- Who? Am I the right person to have this conversation?
- What? Do I have a full enough understanding of the situation to have a precise conversation about the issue?
- When? Is this the right time for this conversation?
- Where? Is this the right environment for this conversation?
- How? Consider having a plan in your head (or on a post-it note) of what you want to say. This will help you stay in control.

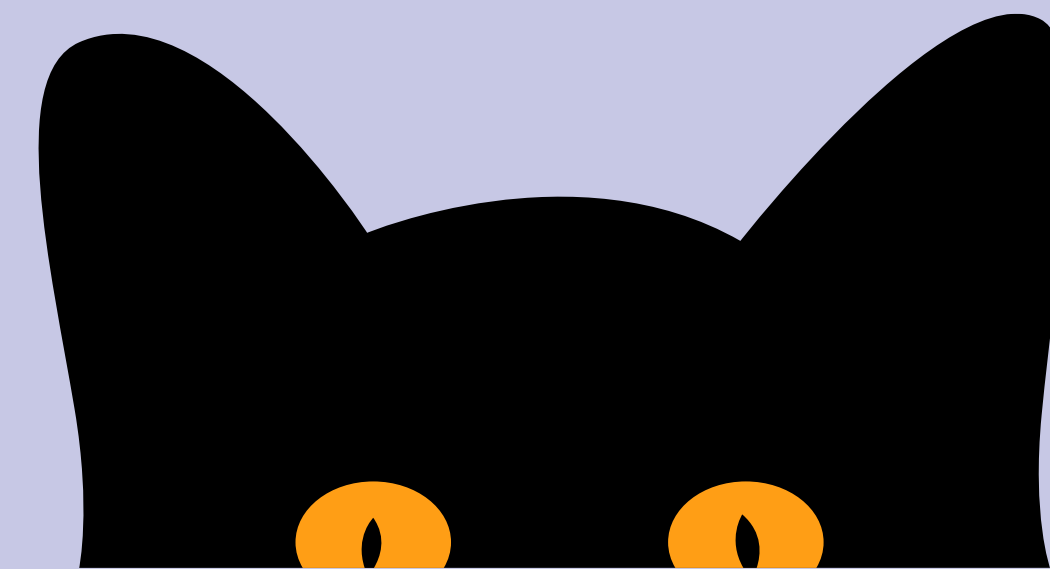
Assessors are the eyes
and ears of
the ADCH.

Your role is to report
back to SAWC





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BREAKOUT SESSION

SCENARIO ONE:

The Member you have visited is using a behaviourist who you know uses punitive training methods (you did your research on their website beforehand!) The Member does not seem to be aware of this. They say that they have a great relationship with the behaviourist, have worked with them for decades, and that they are a long-time friend.



SCENARIO TWO:

The Member you have visited has been running their rescue for over 20 years. They have devoted their entire life to it, and are very proud of what they have achieved. Unfortunately, they are also clearly very stressed, overworked and struggling with their health. In addition, it looks like several key standards are not being met.



SCENARIO THREE:

You are assessing a foster network; when you turn up, the Trustee of the rescue is friendly, offering you biscuits and sharing everything you need to know from their point of view. You then walk over to the entrance of the private boarding kennels they use. The kennel management will not let you in to assess the kennels and are very confrontational. The Trustee with you is shocked and upset.



SCENARIO ONE

The Member you have visited is using a behaviourist who you know uses punitive training methods (you did your research on their website beforehand!) The Member does not seem to be aware of this. They say that they have a great relationship with the behaviourist, have worked with them for decades, and that they are a long-time friend.



SCENARIO TWO

THE MEMBER YOU HAVE VISITED HAS BEEN RUNNING THEIR RESCUE FOR OVER 20 YEARS. THEY HAVE DEVOTED THEIR ENTIRE LIFE TO IT, AND ARE VERY PROUD OF WHAT THEY HAVE ACHIEVED. UNFORTUNATELY, THEY ARE ALSO CLEARLY VERY STRESSED, OVERWORKED AND STRUGGLING WITH THEIR HEALTH. IN ADDITION, IT LOOKS LIKE SEVERAL KEY STANDARDS ARE NOT BEING MET.



SCENARIO THREE

YOU ARE ASSESSING A FOSTER NETWORK; WHEN YOU TURN UP, THE TRUSTEE OF THE RESCUE IS FRIENDLY, OFFERING YOU BISCUITS AND SHARING EVERYTHING YOU NEED TO KNOW FROM THEIR POINT OF VIEW. YOU THEN WALK OVER TO THE ENTRANCE OF THE PRIVATE BOARDING KENNELS THEY USE. THE KENNEL MANAGEMENT WILL NOT LET YOU IN TO ASSESS THE KENNELS AND ARE VERY CONFRONTATIONAL. THE TRUSTEE WITH YOU IS SHOCKED AND UPSET.



We're all just bottles of Coca Cola!

Different things get us 'shaken up', and it can be hard to predict who has been shaken up and who hasn't.

If someone's bottle of coke explodes, know that it isn't solely because of you; they had been shaken a lot before you came along and cracked the lid off.

The best we can do is try to gauge which bottles are most shaken up, and help them release the pressure slowly, with understanding and care.



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