

3 December 2026, 10:00am – 11:30am, Online via Teams

Agenda

10:00 Welcome, introductions and housekeeping

Tawny White, Head of Innovation & Insights, Worthing Homes and Forum Chair

Tenancy Management: Managing Difficult Conversations, Supporting Residents and Protecting Staff

As housing providers prepare for the next phase of Awaab's Law and face increasing expectations around resident engagement, frontline teams are under greater pressure than ever to respond effectively to concerns, identify vulnerabilities and build trust with residents.

This practical session will explore how housing professionals can navigate challenging conversations while balancing empathy, professionalism and personal wellbeing. Attendees will gain proven techniques to reduce conflict, recognise individual needs, communicate more effectively, and achieve positive outcomes for both residents and staff.

Including:

- Managing conflict and confrontation constructively
- Practical techniques for reducing tension
- Spotting vulnerability and responding appropriately
- Communicating effectively with neurodiverse residents
- Adapting your approach to different needs and circumstances
- Handling emotionally charged conversations
- Building staff resilience and personal safety awareness
- Knowing when to seek additional support

Key takeaways:

- Handle challenging conversations with confidence
- Reduce tension and manage conflict more effectively
- Recognise and respond to vulnerability earlier
- Communicate more effectively with diverse residents
- Balance empathy with professional boundaries
- Strengthen personal resilience and wellbeing
- Apply practical techniques immediately in your role

Marie Coombes, CEO, Ask for Help and ADR Mediation *invited*

Including a Q&A and a discussion

11:20 Wrap Up & Key Takeaways

11:30 Next Steps and close

Tawny White, Head of Innovation & Insights, Worthing Homes and Forum Chair