

WELLBEING & WORKPLACE DIGNITY | PRACTICAL WORKBOOK

Difficult Conversations and Speaking Up Guide

Compare informal, formal and national speaking-up routes, then prepare a safer first communication.

What this resource contains

- Private reflective prompts
- Writing space for a focused plan
- Confidentiality and source safeguards

IMPORTANT

Independent general guidance. It does not replace clinical, employment, regulatory, immigration or legal advice. Do not include patient-identifiable or unnecessary colleague-identifiable information in worksheets.

Author: Dr N Aziz

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**BEFORE YOU
WRITE**

Use a trusted device or paper copy. Do not include patient identifiers, unnecessary colleague identifiers or confidential records. This workbook is not sent to SAS Doctors Review.

1. Decide the purpose

Complete only the prompts relevant to your situation. Use factual, proportionate language.

Behaviour change

A formal finding

Patient-safety action

Employment remedy

Reasonable adjustment

System learning

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2. Check whether informal action is safe

Complete only the prompts relevant to your situation. Use factual, proportionate language.

Seriousness

Power imbalance

Threat or intimidation

Consent to mediation

Evidence preservation

Previous failed attempts

3. Prepare the conversation

Complete only the prompts relevant to your situation. Use factual, proportionate language.

Specific behaviour or risk

Impact

Requested change

Boundary if conduct continues

Review date

Support or accompaniment

4. Prepare to speak up

Complete only the prompts relevant to your situation. Use factual, proportionate language.

Risk and who may be affected

Evidence

Where it was raised

Action or feedback received

National and local escalation route

Advice about detriment

Action summary

What must happen today?

Who will I contact and for what purpose?

What will be reviewed, by whom and when?

KEEP THE ROUTES SEPARATE	Treatment, employment representation, patient-safety escalation and advocacy serve different purposes. Use each where it is needed.
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Sources and disclaimer

Use the current provider, national framework and local employer policy before a significant decision. Legal time limits may continue during internal procedures.

Core sources: GMC Good medical practice 2024; Acas workplace guidance; HSE Management Standards; national NHS speaking-up frameworks; current service provider pages.

**INDEPENDENT
GUIDANCE**

This workbook does not assess risk, diagnose illness, determine bullying or discrimination, calculate legal deadlines or replace individual advice.