

Having Difficult Conversations

From time to time, you may encounter situations that feel a little awkward or unexpected. That's completely normal. The good news is that you're never expected to manage these moments alone. This guidance is here to help you feel confident, supported, and clear on what to do if something doesn't feel quit

If you disagree with something another volunteer has said

Sometimes volunteers will have different ways of explaining things. Before acting, take a moment to consider whether it's simply a difference in style, or whether it could affect a participant's experience or wellbeing.

If you're concerned:

- Avoid correcting or challenging a volunteer in front of participants
- Share your concern quietly with the Lead Volunteer or your Regional Manager after the session

If a volunteer endorsing brands or promoting services

Look Good Feel Better workshops are always **brand-neutral**.

If this happens:

- There's no need to engage or reinforce the promotion

- If it feels appropriate, gently steer the conversation back to the workshop content
- Let the Lead Volunteer or Regional Manager know afterwards so it can be followed up

If something doesn't "feel right"

If your instincts tell you that something may be inappropriate or concerning, trust them.

- You don't need to investigate or resolve it yourself
- Report what you've noticed to your Regional Manager
- All concerns are handled sensitively and confidentially

If a patient is unhappy with their gift bag or overall experience

- Listen calmly and acknowledge how they're feeling
- Avoid becoming defensive or promising changes you can't make
- Apologise on behalf of LGFB and reassure them that their feedback matters
- Let the Lead Volunteer or Regional Manager know so it can be followed up appropriately

If someone arrives late or becomes disruptive

- Welcome late arrivals warmly and help them settle with minimal disruption
- If someone arrives more than 10 minutes after the workshop has started, politely explain that it may be best to rebook for another session
- If needed, ask the venue team for support with rebooking
- Always prioritise a calm, safe, and supportive environment for the group

If an item is missing from a gift bag

- Check discreetly if a spare product is available
- If not, apologise sincerely and consider creative alternatives (for example, using eyeshadow instead of eyeliner)
- Let the Lead Volunteer or Regional Manager know so it can be logged

If a patient asks to bring someone else into the workshop

- Gently explain that workshops are designed as a private, supportive space for patients
- Reassure them that this helps maintain comfort, privacy, and group flow

- If the situation is sensitive, involve the Lead Volunteer or venue staff for support

If patients notice differences between gift bags

- Acknowledge that bags may vary slightly due to product donations
- Reassure them that every bag is thoughtfully put together to offer a complete LGFB experience
- Avoid direct comparisons between individuals' bags

A volunteer is wearing strong fragrance or has poor grooming

This can affect patients comfort and should be handled discreetly.

- Please don't address this directly yourself
- Raise the concern privately with the Lead Volunteer or Regional Manager so it can be managed sensitively

If patients raise concerns about ingredients, carcinogens, or apps

- Acknowledge the concern and thank them for raising it
- Avoid giving personal, medical, or scientific opinions
- Reassure them that LGFB products are selected with safety and care in mind

- Encourage them to speak to their healthcare team for personalised advice
- Encourage them to visit The Facts About website for factual information

A few things to remember

- Stay calm, kind, and professional
- You're never expected to handle difficult situations alone
- Escalating concerns isn't "*telling*" - it's about protecting patients and the workshop experience
- When in doubt, speak to your Lead Volunteer or Regional Manager

You're doing something incredibly valuable - and our support is always here when you need it.