



HM Courts & Tribunals Service

Client: HM Courts & Tribunals Service (HMCTS)

Audience: Managers and Leaders

Topic: Staff Welfare, Wellbeing and Workplace Support

Format: Conference Keynote

Focus: SLAP Technique and Support Conversations

Attendance: 80

Helping Leaders Navigate Difficult Welfare Conversations

HM Courts & Tribunals Service invited Carl to deliver his SLAP Technique to conference delegates. The aim was to help managers and staff better understand stress, crisis, and wellbeing, and how to support colleagues during difficult periods, both inside and outside the workplace.

Carl delivered a practical and engaging keynote built around the SLAP Technique, using lived experience, storytelling and relatable workplace examples. The session helped delegates understand how to approach welfare conversations, recognise when colleagues may be struggling and build confidence when supporting others through difficult situations.

Impact

- ✓ Delegates reflected on how they support colleagues experiencing crisis or distress.
- ✓ Managers gained practical insight into handling welfare conversations.
- ✓ The SLAP Technique provided a simple framework that could be applied immediately.
- ✓ Attendees recognised the importance of early intervention and meaningful support.
- ✓ Delegates described the session as reassuring, engaging and highly relevant.

"Knowledge of the SLAP Technique would have really helped me, and I feel it would be beneficial to raise wider awareness of it."

"Particularly pertinent was the talk from Carl. I will take themes back to the workplace."

"Speaker from outside HMCTS helped put work situations into perspective."

"Carl's session was very helpful and reassuring. Something that affects all of us."



CARL JONES - THE CAVEMAN Keynote Speaker

Helping teams understand stress, capacity and change through practical, memorable storytelling.



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