PROFESSIONAL DEVELOPMENT TRAINING

AI in Leadership: Having Difficult 1 on 1 Conversations

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

Difficult 1-on-1 conversations are among the most critical and often most avoidedtasks for leaders. Whether addressing performance issues, delivering tough feedback, or handling sensitive topics, these conversations demand clarity, emotional intelligence, and preparation.

***Using AI in Leadership: Having Difficult 1-on-1 Conversations* is designed to help leaders master the art of tough conversations using the support of artificial intelligence, especially large language models like ChatGPT (REACH LX).**

This course goes beyond theory. It helps you understand why these conversations are challenging, how your personal tendencies affect your approach, and how to leverage AI to prepare, practice, and respond with empathy and confidence. You'll explore ethical considerations, prompt-writing techniques, and how AI can help build resilience and communication clarity.

This course is ideal for managers, team leaders, HR professionals, and executives seeking to improve their ability to connect, correct, and support their people—without losing the human touch.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

What You'll Gain:

Some conversations are tough but they're also necessary.

As leaders, we often hesitate to initiate difficult 1-on-1s, whether it's due to fear of conflict, uncertainty about wording, or discomfort around emotional reactions. Yet, these conversations are where trust is built, issues are resolved, and real leadership shines.

In today's evolving landscape, artificial intelligence offers a powerful new ally in preparing for and delivering these moments with greater clarity, confidence, and care.

This course, ***Using AI in Leadership: Having Difficult 1-on-1 Conversations***, invites you to blend emotional intelligence with technological support. You'll learn how to use AI to clarify your thoughts, rehearse difficult topics, and build language that balances accountability with empathy.

We're not teaching AI to replace the human connection—we're showing you how it can enhance it.

Outcomes

After Completing this course you will know how to:

- Identify Why Difficult Conversations are Challenging
- Understand Your Personal Leadership Tendencies
- Use AI Safely and Ethically in Communication Preparation
- Craft Effective Prompts for Conversation Planning
- Leverage AI to Support Empathy and Resilience
- Improve Communication Strategy in High-Stakes Settings

Modules

Lesson 1: Why are 1 on 1's Challenging?

- Common Barriers to Effective Difficult Conversations
- The Cost of Avoidance or Miscommunication
- Understanding Your Leadership Communication Style

Lesson 2: The Do's and Do Not Do's of AI

- Responsible Use of AI in Private or Sensitive Conversations
- What AI can and cannot Help you do Effectively
- Ensuring Privacy, Accuracy and Conext when using Large Language Models (LLMs)
- How to Avoid Over Reliance on AI in Interpersonal Leadership

Lesson 3: Prompting for Success

- Introduction to Prompt Engineering for Leadership Communication
- Crafting Prompts to Prepare, Role-play or Reflect on 1 on 1 Situations
- Unity AI to Explore Response Strategies

Lesson 4: Bringing AI into Effective and Empathic Communication and Resilience

- Using AI to Refine tone, Soften Difficult Messages and Build Clarity
- How to Stay Emotionally Centered with AI's Help
- Prepare a Difficult 1 on 1 Conversation using AI as your Thought Partner

Talk to our expert team

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