PROFESSIONAL DEVELOPMENT TRAINING

Managing Difficult Conversations Training

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Difficult conversations are an inevitable part of working with people. Whether you're providing feedback, addressing concerns, resolving conflict or discussing sensitive issues, the way you approach these conversations can have a significant impact on relationships, teamwork and workplace outcomes.

This practical and interactive course explores the principles and techniques for managing difficult conversations with confidence, empathy and professionalism. Participants will learn a structured approach to planning and conducting challenging discussions while developing the communication skills needed to handle a wide range of workplace situations.

Through practical activities, group discussions and workplace scenarios, participants will gain experience applying proven communication techniques in a supportive learning environment. The course is suitable for employees at all levels who want to build confidence and communicate more effectively in challenging situations.

What You'll Gain:

Difficult conversations don't have to be stressful or unproductive. With the right approach, they become opportunities to resolve issues, strengthen relationships and build greater trust in the workplace.

This course provides practical techniques that will help participants communicate with greater confidence, remain calm under pressure and navigate challenging situations with professionalism and respect. Participants will leave with strategies they can apply immediately to improve communication, reduce conflict and achieve more positive outcomes in their everyday workplace interactions.

Outcomes

After completing this course, participants will have learned to:

- Predict the results of a conversation
- Establish the intent of a conversation
- Identify the desired outcome

- Manage their body language
- Speak persuasively
- Listen actively
- Use probing techniques
- Ask the right questions at the right time
- Establish the purpose of a difficult conversation
- Create a conversation template
- Create a personalised action plan
- Use communication skills to influence and control
- Maintain safety in a conversation
- Choose an appropriate place for a conversation
- Understand and analyse the other person
- Stay in control of the conversation throughout

Modules

Lesson 1: Introduction
- Course Overview
- Learning Objectives

Lesson 2: Choosing to Have the Conversation
- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Lesson 3: Toolkit for Successful Conversations
- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Tips for Becoming a Better Listener
- Asking Questions

Lesson 4: Choosing the Time and Place
- Planning it Out

Lesson 5: Framework for Difficult Conversations
- Your Purpose
- Steps for a Difficult Conversation

Lesson 6: Staying Safe
- Mutual Respect
- Common Ground
- Staying in Control

Lesson 7: Testing the waters
- Activity: Write Your Script

Talk to our expert team

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