

HANDLING CHALLENGING CONVERSATIONS EFFECTIVELY



Management & Leadership Course

LEARNING OUTCOMES

- Recognise what makes conversations difficult, identify personal reluctance, and overcome barriers to open communication.
- Identify your communication style, avoid counterproductive behaviours, and adapt your approach to motivate and engage others.
- Detect early signs of conflict, understand behavioural drivers, and apply assertive techniques to address issues constructively.
- Use frameworks such as Transactional Analysis and the 'Tough Love' model to deliver clear, respectful, and impactful messages.
- Follow structured processes to initiate and navigate sensitive discussions while maintaining composure and control.
- Resolve conflict productively, defuse high emotions, and use dialogue to restore trust and strengthen working relationships.

COURSE OVERVIEW

This highly practical course equips participants with the confidence and skills to handle challenging conversations with honesty, clarity, and integrity. Designed for emerging and existing leaders, managers, and anyone seeking to communicate more effectively, it focuses on preparing for and structuring difficult discussions, managing emotions, and fostering productive dialogue. Through interactive activities such as group discussions, role-plays, and case studies, participants will learn to communicate assertively and empathetically, reduce stress, and address sensitive issues in a constructive and professional manner.

TOPICS COVERED IN THIS COURSE

Understanding Feedback Dynamics

Explore personal feedback styles, the balance between giving and receiving feedback, and how to create a constructive feedback culture.

Recognising and Managing Difficult Behaviours

Identify challenging behaviours in others and develop strategies to respond calmly and effectively.

Applying the Ladder of Inference

Learn how assumptions influence communication and decision-making, and how to promote objective thinking.

Developing Emotional Intelligence

Enhance self-awareness, empathy, and emotional control to manage reactions and build trust in conversations.

Mastering Communication Techniques

Strengthen core communication skills, including effective listening, questioning, and voice control, to ensure clarity and impact.

Delivering Constructive Feedback

Use proven techniques to provide clear, actionable, and respectful feedback that encourages growth and accountability.

Handling High-Emotion Situations

Gain tools for de-escalating tension, staying composed, and guiding discussions toward positive outcomes.

Framing and Conducting Difficult Conversations

Learn how to plan, open, and navigate challenging discussions with confidence and professionalism.