

CONVERSATIONS

Techniques for tackling difficult conversations

◆ ABOUT THE COURSE

Having difficult conversations at work is challenging, often leading many to fear or avoid them. These discussions can trigger strong emotions and defensive reactions. Additionally, there's a risk of damaging professional relationships which can create a tense work environment.

However, having these conversations is crucial if we want great work to be done and to create a great working environment. This training will equip you with the skills needed to communicate more effectively and manage emotions during difficult conversations.

◆ SESSION AGENDA

- 01 Setting Yourself Up for Success**
Explore why difficult conversations feel challenging and how to approach them with confidence.
- 02 Preparing Your Mindset**
Develop a constructive mindset that helps you focus on positive outcomes rather than avoiding the conversation.
- 03 Structuring the Conversation**
Learn how to plan and guide difficult conversations with clarity, empathy and purpose.
- 04 Communicating Effectively**
Use language that reduces defensiveness, builds trust and encourages productive dialogue.
- 05 Managing Challenging Reactions**
Build the confidence to respond calmly and keep conversations constructive when emotions run high.

◆ INTERACTIVE EXERCISES

Mindset Reframe

Reflect on what you and others stand to gain from an upcoming conversation.

Conversation Framework

Practise using a proven difficult conversation framework.

Positive Language Practice

Rephrase negative statements into constructive, positive language.

De-escalation Scenarios

Identify actions to help de-escalate when emotions run high.

◆ LEARNING OUTCOMES

- ◆ Learn strategies to handle difficult conversations with clarity and confidence.
- ◆ Use techniques to manage emotions and keep discussions productive.
- ◆ Apply a structured approach to defuse tension and maintain strong relationships.

FACILITATED SESSION

This is a facilitated, discussion-led workshop rather than a lecture. Your coach guides the group through practical exercises, encourages open discussion, and creates an engaging environment where participants can share experiences, challenge their thinking and learn from one another.