MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

EFFECTIVE CRITICAL CONVERSATION

"Mastering High-Stakes Dialogue with Clarity, Confidence, and Composure"

Schedule

Date	Venue	Fees
26 – 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Critical conversations—those high-stakes, emotionally charged discussions—are an unavoidable part of professional life. Whether addressing underperformance, managing conflict, negotiating expectations, or discussing sensitive topics, the ability to navigate such conversations effectively can strengthen relationships, increase trust, and improve outcomes.

This two-day course equips professionals with the frameworks, language, and emotional tools needed to confidently and constructively handle challenging conversations. Through practical exercises, real-world scenarios, and expert facilitation, participants will learn how to stay composed, communicate clearly, and lead conversations toward mutual understanding and resolution.

Objectives

By the end of this course, participants will be able to:

- Recognize when and how to initiate a critical conversation
- Prepare for difficult discussions with confidence and clarity
- Communicate assertively without triggering defensiveness
- Manage emotions—yours and others\'—to keep dialogue constructive
- Reach resolutions that preserve relationships and drive accountability

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Why Attend

- Master a structured approach to handle challenging workplace conversations
- Build the confidence to speak up respectfully and effectively
- Reduce misunderstandings, conflict, and performance issues
- Strengthen workplace culture through open and honest dialogue
- Learn how to de-escalate emotional tension in high-stakes conversations

Target Audience

This program is designed for:

- Supervisors, team leaders, and middle managers
- HR professionals, coaches, and facilitators
- Project managers and functional heads
- Customer-facing or stakeholder management professionals
- Anyone who needs to engage in sensitive or high-impact discussions

Individual Benefits

Key competencies that will be developed include:

- Confidence and clarity in addressing sensitive issues
- Emotional regulation and active listening techniques
- Assertiveness without aggression
- Influencing others without creating resistance
- Effective preparation and follow-up for critical conversations

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Fewer unresolved conflicts and miscommunications
- Better leadership presence and team trust
- Faster resolution of performance and behavior issues
- Increased transparency and accountability in communication
- Enhanced collaboration and decision-making in tense situations

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Models and principles for effective conversations
- Case Studies – Workplace scenarios requiring critical dialogue
- Workshops – Role-plays, scripting exercises, and feedback labs
- Peer Exchange – Group discussion and coaching on past experiences
- Tools – Conversation planners, emotional triggers map, and follow-up templates

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Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations and Frameworks for Effective Dialogue

- Module 1: Understanding Critical Conversations (07:30 – 09:30) • What makes a conversation \"critical\"? • Common avoidance patterns and communication breakdowns • Key outcomes: clarity, accountability, and respect
- Module 2: Preparing for High-Stakes Dialogue (09:45 – 11:15) • Structuring your message using intent, impact, and inquiry • Clarifying goals, triggers, and desired outcomes • Managing internal narratives before the conversation
- Module 3: Speaking Assertively and Listening Deeply (11:30 – 01:00) • Balancing empathy with directness • Listening techniques that defuse defensiveness • Framing feedback using “I” statements and evidence
- Module 4: Workshop – Conversation Planning Practice (02:00 – 03:30) • Participants prepare and script a real-world conversation

Day 2: Leading, Managing Emotions, and Reaching Resolution

- Module 1: Managing Emotions in Real-Time (07:30 – 09:30) • Staying grounded under pressure • Recognizing and responding to emotional cues • De-escalating rising tension during conversations
- Module 2: Navigating Pushback and Resistance (09:45 – 11:15) • Handling denial, blame, silence, or defensiveness • Staying focused on facts and shared goals • Redirecting conversations with grace
- Module 3: Reaching Agreement and Moving Forward (11:30 – 01:00) • Creating accountability and next steps • Documenting commitments and following up • Sustaining long-term dialogue and trust
- Module 4: Final Workshop – Live Role-Play and Feedback Lab (02:00 – 03:30) • Participants engage in structured role-play with facilitator coaching • Peer feedback and personal action plans

Certification

Participants will receive a Certificate of Completion in Effective Critical Conversation, confirming their ability to initiate, lead, and conclude high-stakes workplace conversations with clarity, empathy, and impact.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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