

## MAKING TOUGH CONVERSATIONS EASY(ER)

*“Mastering Difficult Discussions with Confidence, Clarity, and Compassion”*

### Schedule

Date	Venue	Fees (Online)
03 Feb 2026	Online (Live Virtual)	USD 450 per delegate
26 Mar 2026	Online (Live Virtual)	USD 450 per delegate

### Introduction

Every leader, manager, and professional faces difficult conversations—whether it’s delivering critical feedback, navigating conflict, or addressing performance or behavioral issues. Unfortunately, many of these conversations are avoided, poorly handled, or delayed, creating confusion, resentment, and disengagement.

This 1-day live virtual course provides a practical framework and communication tools to help participants approach tough conversations with greater clarity, empathy, and effectiveness. Through realistic scenarios and guided practice, participants will learn how to speak candidly while preserving trust and collaboration.

### Objectives

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

- Identify the types and triggers of difficult workplace conversations
- Prepare for challenging discussions with clarity and purpose
- Manage emotions—both their own and others’—during tough conversations
- Use structured communication tools to stay focused and respectful
- Resolve issues, preserve relationships, and build a feedback-positive culture

## Why Attend

- Gain confidence in handling sensitive topics and high-stakes discussions
- Learn to give feedback without triggering defensiveness or resistance
- Reduce conflict, miscommunication, and morale issues in your team
- Foster a more transparent, accountable, and emotionally intelligent culture
- Practice real-life conversation scenarios and get expert coaching

## Target Audience

This program is designed for:

- Managers, team leads, and supervisors
- HR professionals and business partners
- Customer-facing staff and client service teams
- Project and operations leaders
- Anyone needing to improve their ability to navigate difficult conversations

## Individual Benefits

Key competencies that will be developed include:

- Assertive communication and active listening
- Emotional intelligence and conflict resolution
- Courageous conversation planning and structure
- De-escalation and response control techniques
- Trust-building and relationship maintenance

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More productive, candid workplace communication
- Reduced tension, misunderstandings, and interpersonal conflict
- Stronger leadership presence and team accountability
- A healthier, feedback-friendly team environment
- Faster issue resolution and improved morale

## Instructional Methodology

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

- Strategy Briefings - Communication frameworks and psychology of difficult conversations
- Mini Case Studies - Workplace scenarios requiring sensitive dialogue
- Workshops - Roleplay and feedback-driven practice
- Peer Exchange - Experience sharing and reflection
- Tools - Conversation prep templates, de-escalation scripts, and response planners

## Course Outline

**Delivery Format: Online (Live)** | Platform: Zoom, WebEx or Microsoft Teams **Training Hours: 07:30 AM - 03:30 PM Coffee**

**Breaks: 09:30 & 11:15** | Lunch Break: 01:00 - 02:00

- **Module 1: The Nature of Tough Conversations (07:30 - 09:30)** • Why conversations become difficult • Common avoidance patterns and their consequences • Identifying what needs to be said
- **Module 2: Preparing for High-Stakes Dialogue (09:45 - 11:15)** • Clarifying your message, purpose, and desired outcome • Anticipating reactions and managing expectations • Structuring the conversation with intent and empathy
- **Module 3: Communication Tools and Emotional Management (11:30 - 01:00)** • Staying calm, listening actively, and asking clarifying questions • Acknowledging emotion without losing control • Using “I” statements, boundaries, and respectful language
- **Module 4: Final Workshop - Real Play Conversations (02:00 - 03:30)** • Practice session with feedback and coaching • Building your personal tough conversation action plan

## Certification

Participants will receive a Certificate of Completion in Making Tough Conversations Easy(er), validating their ability to navigate difficult conversations with clarity, courage, and professionalism in diverse workplace settings.

## 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:

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