

MANAGING DIFFICULT CONVERSATIONS

“Communicate with Confidence, Resolve Conflict, and Build Trust in High-Stakes Situations”

Schedule

Date	Venue	Fees (Online)
29 Jul 2025	Online	USD 450 per delegate

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

Introduction

Whether you're delivering critical feedback, handling performance issues, or navigating workplace conflict, difficult conversations are an inevitable part of leadership and management. How you manage these interactions can make the difference between resolution and resentment, clarity and confusion, or growth and disengagement.

This focused 1-day online training provides the skills, tools, and confidence needed to conduct high-stakes conversations with professionalism and empathy. Through practical techniques and role-play scenarios, participants will learn how to prepare for, conduct, and follow up on challenging discussions effectively.

Objectives

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

- Identify the dynamics and triggers behind difficult conversations
- Prepare constructively for emotionally charged interactions
- Use proven communication techniques to manage conflict and emotion
- Build rapport, listen actively, and guide conversations to productive outcomes
- Handle resistance, denial, and defensiveness with professionalism

Why Attend

- Learn to stay calm and confident under pressure
- Build stronger relationships through respectful communication
- Gain tools to prevent conflict escalation
- Resolve team or interpersonal issues more efficiently
- Improve leadership presence in sensitive discussions

Target Audience

This program is designed for:

- Managers and team leaders
- HR professionals
- Project supervisors and coordinators
- Customer service and client-facing professionals
- Anyone responsible for feedback, performance, or conflict resolution

Individual Benefits

Key competencies that will be developed include:

- Emotional intelligence and composure in tough situations
- Advanced verbal and non-verbal communication skills
- Listening and empathy-building techniques
- Constructive feedback and assertiveness strategies

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More respectful and productive workplace communication
- Better employee engagement and reduced interpersonal friction
- Quicker conflict resolution and improved team morale
- A culture of transparency, trust, and accountability

Instructional Methodology

The course follows a virtual, interactive learning approach with real-life applications:

- Strategy Briefings – Frameworks for conflict resolution and emotional control
- Case Studies – Examples of difficult workplace situations and outcomes
- Workshops – Simulated role-play conversations with feedback and coaching
- Peer Exchange – Discussion of shared challenges and learning strategies
- Tools – Conversation planning templates, empathy maps, and scripts

Course Outline

1-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM (with virtual breaks and lunch)

- **Module 1: Understanding the Nature of Difficult Conversations (07:30 – 09:30)**
 - Why conversations become difficult
 - Common avoidance patterns and their consequences
- **Module 2: Preparing for the Conversation (09:45 – 11:15)**
 - Structuring the conversation: goals, facts, and emotions
 - Self-awareness and emotional triggers
- **Module 3: Navigating the Conversation (11:30 – 01:00)**
 - Active listening, open questioning, and reframing
 - Managing pushback, silence, and defensiveness
- **Module 4: Workshop – Simulated Difficult Dialogues (02:00 – 03:30)**
 - Live practice with real-time coaching and feedback

Certification

Participants will receive a Certificate of Completion in Managing Difficult Conversations, affirming their ability to handle high-pressure discussions with professionalism, empathy, and strategic communication skills.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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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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