Managing Challenging Conversations Training

Duration: **1 Day**

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Overview

Managing Challenging Conversations is a practical communication and leadership training program designed to help professionals confidently handle difficult workplace discussions. Whether addressing performance issues, resolving conflicts, providing feedback, or managing sensitive situations, effective communication is essential for maintaining strong professional relationships and achieving positive outcomes.

This course provides participants with proven techniques for understanding the psychology behind difficult conversations, overcoming communication barriers, and managing emotionally charged situations with confidence and professionalism. Key topics include **active listening**, **emotional intelligence**, **conflict resolution**, **influencing skills**, **communication strategies**, and **working effectively with difficult people**.

Through real-world examples, interactive discussions, and practical exercises, participants will learn how to approach challenging conversations proactively, reduce tension, and create productive outcomes that strengthen workplace relationships.

Prerequisites

There are no formal prerequisites for this course.

General business experience and professional communication skills are beneficial.

Who Should Attend

This course is ideal for:

- **Managers**
- **Team Leaders**
- **Project Managers**
- **Product Managers**
- **Business Analysts**
- **Business Systems Analysts**
- **Project Coordinators**
- **IT Managers**
- **IT Leads**
- Team members working with stakeholders
- Professionals seeking stronger communication skills

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What You Will Learn

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

- Understand the hidden costs of avoiding difficult conversations.
- Prepare effectively for sensitive workplace discussions.
- Initiate challenging conversations with confidence.
- Manage emotions during difficult interactions.
- Resolve workplace conflict constructively.
- Work more effectively with difficult individuals.
- Strengthen active listening skills.
- Improve influence and communication effectiveness.
- Build stronger professional relationships.

Outline

Introduction to Challenging Conversations

Understanding Difficult Conversations

- **Challenging Conversations**
- Performance discussions
- Workplace conflicts
- Sensitive feedback situations
- Managing expectations

The Cost of Avoidance

- Communication breakdowns
- Reduced productivity
- Lower employee engagement
- Damaged workplace relationships

Foundations of Effective Communication

- Clear communication
- Building trust
- Developing mutual understanding

Interpersonal Communication Skills

Interpersonal Communication

- **Interpersonal Communication**
- Communication styles
- Communication barriers
- Delivering messages effectively

The Communication Loop

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- **Communication Loop**
- Sender and receiver dynamics
- Feedback mechanisms
- Clarification techniques

Types of Communication

- Verbal communication
- Non-verbal communication
- Written communication
- Digital communication

Active Listening

- **Active Listening**
- Empathetic listening
- Understanding before responding
- Building trust through listening

Influence and Persuasion Skills

Influence, Power, and Authority

- **Influence, Power and Authority**
- Leadership influence
- Formal and informal authority
- Building credibility

Influence Styles

- **Influence Styles**
- Different communication approaches
- Adapting to audiences
- Influencing effectively

Persuasion and Trust Building

- Establishing credibility
- Aligning interests
- Creating collaborative dialogue

Conflict Management

Understanding Conflict

- **Conflict Management**
- Sources of conflict
- Types of workplace conflict
- Impact on performance and relationships

Constructive vs. Destructive Conflict

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Constructive Conflict

- Encouraging innovation
- Healthy disagreement
- Improved collaboration

Destructive Conflict

- Reduced productivity
- Team dysfunction
- Communication breakdowns

Managing Difficult People

- **Managing Difficult People**
- Understanding challenging behaviors
- Addressing defensiveness
- Maintaining professionalism

Strengthening Collaboration

- Building mutual understanding
- Improving workplace relationships
- Finding common ground

Emotional Intelligence and Emotional Management

Emotional Intelligence

- **Emotional Intelligence**
- Self-awareness
- Emotional regulation
- Empathy development

Managing Emotional Reactions

- Stress management
- Responding effectively under pressure
- Maintaining professionalism

Defusing Tense Situations

- De-escalation techniques
- Calm communication
- Solution-focused discussions

Managing Difficult Conversations

Preparing for the Conversation

- Defining objectives
- Clarifying desired outcomes

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- Assessing risks and opportunities

Beginning Difficult Conversations

- **Beginning Difficult Conversations**
- Creating a safe environment
- Effective opening strategies

Steering the Conversation

- Keeping discussions productive
- Encouraging understanding
- Asking effective questions

Closing with Positive Outcomes

- Creating action plans
- Clarifying agreements
- Establishing follow-up steps

Real-World Application

Role-Playing Exercises

- Performance discussions
- Conflict resolution scenarios
- Feedback delivery practice

Case Study Analysis

- Workplace examples
- Group discussions
- Practical problem-solving exercises

Personal Development Planning

- Communication skills assessment
- Identifying strengths and improvement areas
- Continuous professional development goals