

Managing Difficult Conversations with Confidence

A Practical Leadership Workshop for Managers, Team Leaders & Emerging Leaders

The Conversations Leaders Avoid Are Often the Ones That Matter Most

Whether it's addressing poor performance, managing conflict, challenging inappropriate behaviour, or delivering difficult feedback, many leaders delay important conversations because they fear damaging relationships, triggering emotional reactions, or making the situation worse.

The cost of avoidance can be significant:

- Performance issues continue
- Team tension increases
- Accountability declines
- Frustration grows
- Trust erodes

This highly interactive workshop provides leaders with a practical framework to navigate difficult conversations with confidence, emotional intelligence, and professionalism.

What You will Learn

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

- ✓ Start difficult conversations with confidence
- ✓ Address performance and behavioural issues earlier
- ✓ Reduce defensiveness and emotional escalation
- ✓ Handle resistance professionally
- ✓ Give feedback that drives accountability and action
- ✓ Maintain trust while addressing difficult issues
- ✓ Apply emotional intelligence under pressure
- ✓ Lead challenging conversations with greater credibility

Who it is for

Who Should Attend

- Managers
- Team Leaders
- Supervisors
- Coordinators
- Emerging Leaders
- HR Professionals
- Project Leaders
- Professionals responsible for leading people and performance

Includes:

- ✓ Interactive workplace role plays
- ✓ Practical conversation frameworks
- ✓ Real-world leadership scenarios
- ✓ Emotional intelligence tools
- ✓ Facilitator feedback
- ✓ Personal action plan

Practical Scenarios Covered

- Poor performance discussions
- Behavioural concerns
- Team conflict
- Difficult personalities
- Giving constructive feedback
- Managing emotional reactions
- Accountability conversations
- Setting expectations clearly

Workshop Agenda

Part 1: Why Difficult Conversations Go Wrong

Build the mindset and emotional awareness required to lead difficult conversations effectively.

Many leaders know what they need to say.

The challenge is managing what happens internally before and during the conversation.

This session explores the hidden barriers that cause avoidance, emotional reactions, and ineffective communication.

Key Topics

- Why leaders avoid difficult conversations
- The cost of delay and avoidance
- Emotional triggers and conflict habits
- Managing pressure and staying composed
- Building leadership presence under stress

Interactive Activities

- Personal trigger mapping exercise
- Leadership reflection activity
- Emotional regulation techniques
- The 6-Second Reset practice

Outcome

Participants gain greater self-awareness and learn practical strategies for remaining calm, focused, and intentional during difficult discussions.

Part 2: A Practical Framework for Difficult Conversations

Learn a proven structure for handling challenging conversations without blame, defensiveness, or escalation.

Strong leaders enter difficult conversations to create clarity, understanding, accountability, and progress. Not to win an argument. This part provides a practical framework participants can apply immediately.

Key Topics

- How to open difficult conversations effectively
- Building trust while addressing concerns
- Managing emotional reactions
- Responding to resistance and pushback
- Language that reduces defensiveness
- Balancing empathy with accountability

Interactive Activities

- Rewrite-the-opening exercise

- Third Story Technique practice
- Empathy and acknowledgement drills
- Facilitated group discussion

Outcome

Participants leave with a practical conversation framework that increases confidence and improves outcomes.

Part 3: Real Workplace Scenarios & Guided Practice

Put the tools into practice through realistic leadership situations.

Knowledge alone does not build confidence.

Practice does.

Participants apply the framework to common workplace challenges and receive structured feedback.

Real Workplace Scenarios

- Poor performance discussions
- Behavioural concerns
- Difficult personalities
- Team conflict
- Accountability conversations
- Giving constructive feedback
- Managing emotional reactions
- Setting expectations clearly

Interactive Activities

- Facilitated role plays
- Peer feedback and coaching
- Scenario-based discussions
- Personal action planning

Outcome

Participants leave with practical experience, increased confidence, and a clear plan for applying the tools immediately.

Why this workshop works

this workshop focuses on practical leadership application.

Participants Learn How To:

- Address issues earlier
- Hold people accountable respectfully
- Reduce conflict and defensiveness
- Maintain trust during difficult discussions
- Communicate clearly under pressure
- Lead with confidence and emotional intelligence

Key Leadership Themes

- **Self-Awareness:** Understand your triggers and reactions.
- **Emotional Regulation:** Stay calm and focused under pressure.
- **Strategic Empathy:** Acknowledge emotions without losing accountability.
- **Clear Communication:** Deliver messages directly and professionally.
- **Accountability:** Address issues while maintaining relationships.
- **Leadership Presence:** Lead difficult conversations with confidence and credibility.

One Conversation Can Change Everything

The conversations leaders avoid are often the conversations that matter most.

Gain the confidence, emotional intelligence, and practical tools to handle difficult workplace discussions effectively and professionally.

Live Virtual Workshop | 3 Hours | Interactive Learning | Practical Tools | Immediate Application