MANAGING DIFFICULT CONVERSATIONS

Subject Area	Business & Professional
Student Type	Adults
Study Mode	Part Time

What is the course about?

Difficult conversations are an inevitable part of working with people. Whether addressing performance concerns, managing conflict, handling complaints or giving constructive feedback, leaders need the confidence and skills to communicate effectively whilst maintaining positive working relationships.

This interactive one-day adult workshop is designed for team leaders, supervisors, managers and professionals who want to develop the skills to approach challenging conversations with confidence and professionalism. Through practical activities, discussion and workplace scenarios, adult learners will explore techniques for preparing, structuring and managing difficult conversations in a constructive and solution-focused way.
The adult course focus is on practical application, providing opportunities to practise communication techniques and develop strategies that can be applied immediately in the workplace.

Why should I choose the course?

Avoiding difficult conversations can lead to misunderstandings, reduced performance, damaged relationships and unresolved workplace issues. This workshop provides practical tools to help participants tackle challenging discussions confidently, professionally and with empathy.

Rather than focusing solely on theory, adult learners will explore realistic workplace situations and develop strategies to communicate clearly, manage emotional responses and achieve positive outcomes. Participants will leave with greater confidence and a toolkit of approaches that can be used across a range of workplace situations.

What will I learn?

- Understand why difficult conversations arise and the impact of avoiding them.
- Recognise common barriers to effective communication.
- Prepare effectively for challenging discussions.
- Use communication techniques to ensure conversations remain constructive and productive.
- Deliver feedback clearly and professionally.
- Manage conflict and emotional responses with confidence.
- Listen actively and demonstrate empathy whilst maintaining professional boundaries.
- Explore practical models and frameworks for difficult conversations.
- Develop strategies to achieve positive outcomes and maintain workplace relationships.
- Create a personal action plan to apply learning in the workplace.

What will the course lead on to?

Adult learners will return to the workplace with increased confidence, practical communication tools and strategies for handling difficult conversations more effectively. The workshop also provides a foundation for further leadership, management and interpersonal skills development.

Why should I choose to study the course at Warrington & Vale Royal College?

Warrington & Vale Royal College offers high-quality professional development courses delivered by industry-experienced staff. Learners benefit from an inclusive learning environment, practical workplace-focused content, and opportunities to develop skills that can be applied immediately in professional settings.

What are the entry requirements?

There are no formal entry requirements; however, adult learners should have an interest in developing their communication, leadership or interpersonal skills. The course is suitable for anyone who wants to improve their confidence and effectiveness when managing challenging workplace conversations.

What are my funding options?

The course is £95 per person for the one-day programme.

Are there any additional costs associated with the course?

No additional costs are anticipated.