

Handling Difficult Situations: Credible Dialogue, Shared Progress

Core skills developed



Decision making & judgement



Productivity & personal effectiveness



Leading self & others



Collaboration & teamwork



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Analytical thinking & problem solving



Emotional Intelligence (EQ)

Benefits

Stay effective when discussions become difficult

Some workplace discussions carry more weight than others. Differences in views, priorities or expectations can quickly change the tone of an exchange and place relationships under strain. In these moments, how people engage shapes trust, credibility and the ability to move work forward.

This course develops skills in navigating conversations that involve disagreement, pressure or emotional sensitivity, while keeping engagement strong. Participants work on staying present, choosing language with intent and guiding dialogue so discussions remain productive. They practise adapting their approach as situations shift and engaging others in ways that maintain collaboration and mutual respect.

The result is greater confidence in demanding discussions, a steadier professional presence and the ability to sustain progress while protecting working relationships.

- ✓ Course participants will have greater professional confidence, emotional steadiness and personal credibility during demanding workplace discussions.
- ✓ Stakeholders will encounter a reliable, respectful and composed interaction style that supports trust and productive working relationships.
- ✓ Your organisation will reinforce a reputation for mature communication, relational resilience and consistent collaboration across teams and partners.

Modules

Establishing a stronger personal baseline 1

- Understand how current habits shape the tone and direction of difficult discussions
- Identify where greater composure and refined judgement would improve professional outcomes

Competency: Set clear development priorities by recognising how current communication habits influence challenging workplace discussions.

Anticipating where conversations may test you 2

- Recognise the situations and dynamics most likely to trigger tension or resistance
- Prepare mentally for conversations that carry a higher level of risk

Competency: Anticipate pressure points in conversations and prepare appropriately for them.

Staying steady when pressure builds 3

- Recognise the emotional signals that can disrupt focus and clarity during a confrontation
- Maintain presence and self-control even when conversations feel strained or difficult

Competency: Maintain professional composure and focus during emotionally charged interactions.

Seeing the conversation from both sides 4

- Identify what matters to others by uncovering priorities beyond what is said
- Reduce misunderstanding by bridging the gap between your intent and the actual impact

Competency: Interpret perspectives and underlying priorities to support balanced dialogue.

Communicating with confidence and care 5

- Raise concerns and set firm boundaries without unnecessarily escalating tension.
- Use language and tone that support openness, respect, and mutual trust.

Competency: Communicate views and boundaries clearly while preserving trust and rapport.

Shifting conversations that are going off track 6

- Recognise the patterns and behaviours that cause discussions to stall or escalate
- Redirect dialogue effectively to restore focus and productive engagement

Competency: Reframe challenging interactions to lower tension and restore constructive dialogue.

Concluding discussions with clarity and commitment 7

- Clarify understanding and mutual expectations as a discussion concludes.
- Agree on next steps that protect professional relationships and support progress.

Competency: Conclude challenging conversations in ways that sustain trust and working relationships.

Building confidence for future situations 8

- Reflect on what strengthened or undermined progress in past discussions
- Turn these insights into practical adjustments for future challenging conversations

Competency: Apply learning to strengthen confidence and effectiveness in future challenging conversations.

Outcomes

- ★ Prepare for challenging discussions by clarifying intent, priorities and boundaries before engaging others.
- ★ Recognise emotional cues and differing perspectives and adjust communication to keep dialogue respectful and productive.
- ★ Guide conversations toward workable agreements and shared next steps while maintaining positive working relationships.