

08 Difficult Conversations for Managers

1-day programme

Avoiding difficult conversations is one of the most costly habits in any organisation. This programme gives managers the skills and confidence to address sensitive issues directly, fairly, and constructively.

What you'll learn

- A practical framework for preparing and structuring difficult conversations
- How to manage your own emotional response during challenging discussions
- Techniques for addressing performance, conduct, and conflict with clarity
- How to follow up effectively and maintain working relationships afterwards

Who is it for

Line managers, team leaders, and HR business partners who need to address sensitive workplace issues with confidence.

Duration

1-day programme

Outcomes

Managers leave with a repeatable conversation framework and the confidence to address difficult issues promptly, fairly, and professionally.