SQT

TRAINING THAT DEVELOPS
REAL CAPABILITY









Mastering Difficult Conversations

LPD003

Mastering Difficult Conversations

In many workplaces, differences of opinion, varied working styles and occasional personality clashes are inevitable. Without the right skills, these issues can quickly escalate into conflict, reducing productivity and harming relationships.

This programme equips learners with practical tools and techniques to manage themselves and address such challenges effectively. By strengthening communication and fostering positive workplace relationships, participants can create productive, win/win outcomes.

The course content is **fully customisable** to address the specific communication challenges, conflict scenarios and team dynamics within an organisation, ensuring that the learning is directly relevant and immediately applicable to the participants' professional context.

Duration & Price

Duration: 2 days
Delivery mode: This programme is available In-Company

Dates & Locations

In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.

In-Company Training

Please contact us for more information on our In-Company training options

What's covered?

This interactive programme combines theory with practical exercises to embed skills for managing challenging situations.

Topics include:

- The role of self-awareness in managing challenging situations and conflict
- Understanding challenging behaviours and situations
- Using assessment tools to identify preferred working styles
- Six communication essentials for handling conflict
- Leading conversations with engagement and rapport
- Managing group dynamics for positive outcomes
- Tools for evaluating and resolving interpersonal challenges

Who should participate?

This course is designed for anyone who encounters challenging situations or conflict in or outside the workplace and wishes to develop safe, effective strategies for managing them. Learners typically come from diverse professional and personal backgrounds and include:

- Customer-facing staff
- Team leaders and supervisors
- HR and training professionals
- Project managers

English Language Competency
A good standard of written and spoken English is important to engage effectively with this programme.

What will I learn?

On successful completion of this course, learners will be able to:

- Recognise and manage their own responses to challenging behaviours and situations
- Apply specific tools and techniques to address conflict with confidence
- Demonstrate essential communication skills in challenging interactions
- Identify and address different types of conflict effectively
- Lead conversations that encourage engagement, input and rapport
- Evaluate interpersonal challenges and select appropriate strategies for resolution

This programme ensures learners leave with practical strategies to improve confidence and effectiveness in managing challenging situations.

How do we train and support you?

We use a highly interactive, practical methodology rooted in experiential learning. This ensures that every learner has the opportunity to apply new techniques, receive feedback and reflect on personal development throughout the course.

Support elements include:

- Pre-training consultation for In-Company courses to tailor content to learner and organisational needs
- Facilitated skills practice sessions recorded for feedback and individual reflection, allowing learners to experiment in a safe, supportive space
- Guided post-training reflective activities designed to embed learning, support behavioural change and identify future goals
- Optional personalised coaching sessions (either one-to-one or group-based)
- Live training is available virtually or delivered onsite to suit the needs of the team

Class sizes are generally limited to 12-15 participants to support personalised learning and individual support.

How can you progress?

On completion of this programme, learners may also wish to consider:

- Communication Skills in the Workplace
- Supervisory Management Skills
- Managing Performance Effectively
- Leading and Managing People - QQI Level 6

These follow-on courses support continued professional development and career progression.

Tutors



Gina Ryan
View Profile

What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on CourseCheck.com, an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.



Click Here

SQT TRAINING THAT DEVELOPS *REAL* CAPABILITY

SQT provide a unique combination of high quality, accredited, practical training delivered by leading industry experts and supported by the most up to date learning technology and tools

LEAN SIX SIGMA, PROCESS & PROJECT MANAGEMENT

- Lean Six Sigma
- Join our Lean Six Sigma Network
- Continual Process Improvement
- Project & Programme Management

COMPLIANCE, STANDARDS & AUDITING

- Quality
- Environment & Energy Management
- Health & Safety
- Food Safety
- Life Sciences
- Laboratory
- Integrated Management Systems

LEADERSHIP & PERSONAL DEVELOPMENT

- Leadership & Personal Development
- Train the Trainer

QQI AWARD | IEMA - APPROVED - | CompEx Part of the JTL Group | FSPCA FOOD SAFETY PREVENTIVE CONTROLS ALLIANCE | CQI IRCA APPROVED TRAINING PARTNER | Chartered Institute of Environmental Health

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