

# MANAGING CHALLENGING CONVERSATIONS

Course Code: 831177

## Master Difficult Conversations in Business!

Unlock the skills to confidently navigate tough topics in professional settings. In this dynamic 1-day course, you'll gain practical tools and fresh insights to manage conflict and handle the conversations we often avoid. Discover how emotions shape dialogue, learn to overcome hesitation, and develop the ability to truly listen and see the bigger picture. Walk away prepared, empowered, and ready to lead with clarity and empathy.

## What You'll Learn

After completing this course, participants will learn:

- Hidden costs associated with putting off challenging conversations
- Prepare for and start challenging conversations
- Deal with emotion surrounding challenging conversations
- Steps to defuse tense and or emotional situations
- Suggestions for dealing with various types of difficult people

## Who Needs to Attend

- Anyone interested in strengthening communication skills and knowing how to deliver a challenging message
- Managers, Individual contributors, Team Leads
- Business Analysts, Business Systems Analysts
- Project coordinators, analysts, leaders, team members, and stakeholders
- Team Leaders, Product Managers, Project Managers, IT Managers, IT Leads

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CLASSROOM LIVE

\$1,095 CAD

1 Day

## Classroom Live Outline

### **Module 1: Beginning a difficult Conversation**

- Interpersonal Communication
- The Communication Loop
- Types of communication
- Active Listening

### **Module 2: Influence**

- Influence, Power and Authority
- Types of Influence Styles
- Understanding How to influence

### **Module 3: Conflict**

- What is Conflict?
- Constructive Conflict vs. Destructive Conflict
- Dealing with difficult people
- How to work with someone effectively
- Emotional Intelligence

### **Module 4: Putting it all together**

- Managing the Real Conversations that Take Place During Every Interaction
- Steering the Conversation to Maximize the Outcome
- Beginning a Difficult conversation
- Close

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VIRTUAL CLASSROOM LIVE

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1 Day

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Apr 9 - 9, 2026 | 9:00 AM - 5:00 PM EDT

May 27 - 27, 2026 | 9:00 AM - 5:00 PM EDT

Jul 10 - 10, 2026 | 9:00 AM - 5:00 PM EDT

Sep 14 - 14, 2026 | 9:00 AM - 5:00 PM EDT

Nov 23 - 23, 2026 | 9:00 AM - 5:00 PM EST

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