StarTraining
Developing professional excellence

Difficult Conversations

Difficult conversations are an unavoidable part of the workplace. Whether addressing performance concerns, managing conflict, responding to complaints, or discussing sensitive issues with colleagues, individuals, or families, leaders must be able to communicate confidently and professionally. This course provides practical strategies and tools to help participants approach challenging conversations with clarity, empathy, and confidence while maintaining positive working relationships.

Course Details

Target Audience: Managers, deputy managers, team leaders, supervisors, and professionals responsible for leading teams, supporting performance, or managing sensitive conversations.

Delivery Format: Attend an open course at National Star or book a bespoke workshop delivered at your workplace. Sessions can be tailored to your organisation's policies, workplace challenges, and communication needs.

Length of Course: 2 hours online

Learning Outcomes

By the end of this course, participants will:

- Understand the importance of addressing difficult conversations in a timely and constructive manner
- Recognise common barriers that can prevent effective communication
- Apply the Funnelling Technique to structure productive conversations using open, probing, and closed questions
- Develop active listening skills to improve understanding and build trust
- Explore the principles of Transactional Analysis and recognise how communication styles impact interactions
- Identify and manage conflict in a professional and solution-focused way
- Understand the challenges of influencing others, including the "expert problem" and resistance to feedback
- Use coaching techniques to encourage reflection, ownership, and positive change
- Build confidence when communicating with colleagues, teams, and senior stakeholders
- Apply practical strategies to achieve balanced and effective outcomes in challenging situations

Why Choose This Course?

- Practical, interactive learning
- Real examples from workplace settings
- Tools and techniques that can be applied immediately
- Builds confidence in managing challenging conversations
- Encourages positive workplace relationships and team culture
- Supports effective leadership and communication skills

National Star is a charity that works with people with disabilities, enabling them to live their lives independently and to the full.
National Star and StarTraining are working names of National Star Foundation, a charity registered in England and Wales number 220239

National Star