Human Resources, Personal Development

Handling Difficult Conversations

Course Details

Price

£235.00

Start date

21 October 2026

Length

Half day (09:30-12:30)

CPD Points

3.00

Course Overview

This course will provide delegates with the skills and confidence needed to handle challenging workplace conversations in a calm, professional, and constructive way.

Delegates will explore what causes communication to breakdown, learn simple, realistic strategies to stay steady under pressure, and practise assertiveness and active listening in a supportive environment.

The focus will be on practical tools which can be used straight away in day-to-day roles.

Content

The course will cover the following topics:

- Explore why conversations become difficult by looking at the communication cycle and common triggers
- Use simple communication theories such as transactional analysis to understand patterns and respond more effectively
- Develop assertiveness and practice staying confident, respectful, and clear

- Apply active listening skills to build rapport and reduce misunderstandings
- Learn to give and receive feedback constructively while maintaining professionalism and trust

Benefits

By working through real examples and practising in a small, supportive group, delegates will feel more confident approaching difficult conversations with clarity and composure.

Delegates will understand the dynamics that shape challenging interactions and learn strategies to manage emotions, maintain professionalism, and work towards constructive outcomes and by the end of the course, will feel better equipped to handle difficult conversations effectively and confidently.

Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via **admin@gta.gg** or call us on 01481 224570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Mike Elward

Mike Elward BA (Hons) MscEcon PGCE, brings over 20 years of experience in education and management, with a decade in senior leadership roles at the highest level. He has a proven track record of empowering individuals and teams to achieve their full potential. Prior to his career in education, Mike served as an officer in the Royal Navy, where he developed strong leadership skills in demanding environments. He holds an undergraduate degree and a master's in History, Politics, and International Relations, along with a Postgraduate Certificate in Education (PGCE). As an expert in coaching and change management, Mike is passionate about guiding

organisations through transformative processes. His commitment to success drives him to help individuals unlock their potential and reach their goals.