

Managing Difficult Conversations in the Workplace

This practical workshop focuses on building confidence and capability in managing difficult workplace conversations. It explores how to approach sensitive, high-stakes discussions calmly, clearly, and constructively, even under pressure, to strengthen working relationships and performance.

Why this workshop:

In today's challenging climate, managers, business owners, and HR professionals face increasing pressure to address performance concerns, behaviour issues, and sensitive personal matters. Avoiding these conversations often leads to drift, confusion, and escalation. This workshop helps participants feel prepared, confident, and supported to tackle issues early and effectively.

What this workshop covers:

This session provides practical frameworks, tools, and techniques to help managers plan, deliver, and follow up on difficult conversations in a way that is clear, fair, and constructive.

In this session we'll look at:

- How to prepare for a difficult conversation using a simple, structured framework
- Improving communication through effective questioning and active listening
- Giving feedback that is observable, balanced, and lands well
- Managing nerves and staying calm and in control
- Identifying personal triggers and managing emotional responses
- Creating a culture of honest, productive conversations
- Practising skills to build confidence and long-term habits

Who should attend this session?

This workshop is ideal for SME owners, leaders, managers, and HR professionals who are responsible for managing people and want to feel more confident handling challenging conversations with individuals or teams.

Key takeaways from this session:

Participants will leave the session able to:

- Identify and reframe difficult behaviours
- Approach difficult conversations with confidence and clarity
- Hold effective discussions that support both individual and organisational outcomes
- Reduce the likelihood of grievances, conflict, and formal processes by addressing issues early



In short, this workshop helps managers to have confident, effective conversations that address issues early, build trust, and support positive change – even when situations feel uncomfortable or high-risk.

Workshop details

This is a 3-hour, highly interactive session designed to build practical confidence.

- Short, focused inputs (no legal overload)
- Realistic scenarios and decision-making exercises
- Group discussion and shared learning
- Practical tools managers can use immediately

If you'd like to run this workshop for your team, or you would like to explore how it could support your wider people approach, we'd be happy to talk.

Get in touch:

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Why clients choose this workshop:

Put simply: more consistent conversations, clearer expectations, and a more structured approach that boosts team efficiency.

“Managers walked away with practical tools and frameworks they could use immediately.”

Consistently rated highly for building managers' confidence to act sooner, reducing drift and delay, and achieving faster, more effective resolution of issues.

