Navigating Difficult Conversations

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This course provides a framework and techniques to help develop actions when facing difficult conversations. Students will gain confidence in their ability to constructively address stressful situations. They will also assess their own conflict management styles and learn tools and techniques to reframe discussions to yield more productive outcomes. This course has been approved for 7 PDUs | 7 CDUs

About This Course

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Who Should Attend

Anyone who is ever faced with conflict and related difficult conversations.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Understand conflict and the sources of difficult conversations. Identify what each of us brings to difficult interactions with others. Consider what we can and cannot control in when faced with a difficult conversation. Take an assessment to identify personal tendencies when managing conflict and learn how to expand approaches to resolving conflict successfully. Use a framework for engaging in difficult conversations that results in better outcomes for all.

Detailed Course Outline

Difficult Conversations and Conflict

- Conflict defined
- The role of conflict in difficult conversations
- Types of conflict
- Changing our view of conflict

Contributions to Difficult Conversations

- How we filter our conversations
- Things we can and cannot control

Conflict Management Styles

- 5 Conflict management styles
- Reviewing individual assessments

MAI2 Framework for Difficult Conversations

- MAI2 Framework overview
- Review of each of the framework components
- Benefits of MAI2 Framework
- Practice using MAI2 Framework as a conflict management technique

PREWORK

- Participants will be provided a link to take an online personal conflict management style assessment prior to class.

Upcoming Schedule

Available training dates for Navigating Difficult Conversations:

Start Date	End Date	Location	Delivery	Price
03 Dec 2026	03 Dec 2026	Online	Virtual	€795.00

Frequently Asked Questions

Q: What delivery options are available for Navigating Difficult Conversations?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Navigating Difficult Conversations course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Navigating Difficult Conversations training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Navigating Difficult Conversations?

Yes, we provide corporate training, dedicated training, and closed classes for Navigating Difficult Conversations. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Navigating Difficult Conversations?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Navigating Difficult Conversations training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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