

Personal Development

# Handling Difficult Conversations

## Course Details

### Price

£215.00

### Length

Half day (09:30-12:30)

## Course Overview

This session explores the skills and strategies needed to navigate challenging workplace conversations with confidence and professionalism. By understanding the factors contributing to communication breakdowns and practising assertiveness and active listening, participants will feel more equipped to handle difficult situations constructively.

## Course Content

- Examine the communication cycle to understand why conversations can become difficult
- Explore key theories, such as transactional analysis, to enhance communication strategies
- Define assertiveness and practise techniques for maintaining a confident and respectful approach
- Apply active listening techniques to build rapport and reduce misunderstandings
- Learn how to give and receive feedback constructively and professionally

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## Benefits

This session will help participants approach challenging workplace conversations more confidently and clearly. Understanding communication dynamics and learning strategies to manage emotions, maintain professionalism, and achieve constructive outcomes. By attending this course, participants will feel more prepared to handle difficult conversations effectively by refining their listening and feedback skills.

## 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](mailto: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

### Martine Ellis

Martine Ellis is an experienced coach and educator who helps exhausted professionals thrive without sacrificing their mental health and wellbeing. A Chartered Teacher with Advanced Teacher Status, she is widely recognised for her thought leadership in wellbeing-driven productivity. Alongside her coaching and training, Martine shares her expertise through podcasts, writing, and her popular hand-drawn doodles, offering practical strategies that connect high performance with sustainable wellbeing for audiences across the UK and beyond.