



Managing Difficult Conversations

Course Overview

\$277

In both our personal and professional lives, difficult conversations are inevitable. Whether you're navigating challenging discussions in person or virtually, mastering the art of communication is essential for achieving positive outcomes.

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

- Define frame of reference
- Establish a positive intent and a desired outcome
- Use good communication skills during a conversation
- Draft a script for a difficult conversation
- Use specific steps to carry out a difficult conversation
- Access additional resources as required
- Maintain safety in a conversation

Approximately one week before the course starts you will receive a confirmation email that provides additional course details.

Pre-requisite:

No pre-requisite required

7 Hours - Offered In-Person

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2025F CECA 152

October 31, 2025

Friday | 8:30am - 4:00pm

Registration recommended by
October 23, 2025

Please register before the recommended date as courses under-enrolled as of this date may be cancelled. Registrations after this date will be accepted if space is available.

Ready to Register?

Request for [Registration Online Form](#);
and/or [Sponsor an Employee Form](#)

FOR MORE INFORMATION:

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