SOFT SKILLS AND WORKPLACE COMMUNICATION

Difficult Conversations and Conflict Resolution

Prepare tense workplace conversations and practise active listening and constructive agreements.

4 sessions × 1.5 hours · 6 hours · 790 AZN. Prices may change depending on current conditions.

Who is it for

For managers, HR professionals, project leads and anyone handling difficult workplace conversations.

Programme purpose

The programme uses workplace cases involving dissatisfaction, performance and collaboration. You separate positions from interests, manage emotions, rehearse a real dialogue and agree on next steps.

By the end you will be able to

- You will leave with two dialogue rehearsals and a usable conversation plan.

Practical assignments

- We will build a preparation map, questions, listening approach and response script for one conversation you choose.

Session plan

01 Session 1: conflict drivers, parties and conversation goal

02 Session 2: active listening, questions and emotional regulation

03 Session 3: difficult-dialogue role play and individual feedback

04 Session 4: agreement, boundaries and next steps

Final practical output

You will leave with two dialogue rehearsals and a usable conversation plan.

Assessment and feedback

The final practical work receives trainer feedback on fit to a real or sample situation, clarity of reasoning and actionable next steps.

Training format

Individual live online training only: one participant and one trainer. 4 sessions × 90 minutes (360 minutes total). Zoom / Google Meet; schedule agreed individually.

Topic references

Harvard Program on Negotiation — Executive Education: https://www.pon.harvard.edu/executive-education/

Center for Creative Leadership — Leadership Topics: https://www.ccl.org/leadership-solutions/leadership-topics/

References inform the topics; AİTM does not claim accreditation by these organisations.

Contact and enrolment
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