London TDM

Soft Skills and Personal Development Training Courses

Course Venue: United Arab Emirates - Dubai

Course Date: From 22 March 2026 To 26 March 2026

Course Place: Downtown Dubai

Course Fees: 5,000 USD

Introduction

In today's fast-paced and often stressful work environments, the ability to manage difficult conversations is a crucial skill for maintaining productivity and fostering a positive atmosphere. This 5-day professional course is designed to equip participants with techniques and strategies to confidently and effectively handle challenging interactions in the workplace.

- Understand the dynamics of difficult conversations.
- Develop skills to manage emotions during tense interactions.
- Learn strategies to de-escalate conflicts.
- Enhance listening and empathy skills.
- Build confidence in delivering constructive feedback.

Course Outlines

Day 1: Understanding the Dynamics

- Introduction to difficult conversations: What makes them challenging?
- Identifying triggers and understanding emotional responses.
- The role of perception and bias in conflicts.
- Exploring case studies of difficult workplace interactions.
- Setting the stage: Establishing a positive intent.

Day 2: Emotional Management

- Understanding emotional triggers and their effects.
- Techniques for managing stress and anxiety during conversations.
- Developing emotional intelligence to navigate interactions.
- Mindfulness exercises for staying grounded.
- Role-playing scenarios for practicing emotional regulation.

Day 3: Tools for De-escalation and Resolution

- De-escalation techniques to calm heated exchanges.
- Using open-ended questions to facilitate dialogue.
- Strategies for finding common ground and mutual understanding.
- Collaborative problem-solving to address underlying issues.
- Creating action plans for resolution and follow-up.

Day 4: Enhancing Listening and Empathy

- Active listening techniques to improve communication.
- The importance of acknowledging and validating emotions.
- Building empathy through perspective-taking exercises.
- Overcoming barriers to effective listening.
- Practicing empathetic communication in real-life scenarios.

Day 5: Delivering Feedback and Closing

- Best practices for giving and receiving constructive feedback.
- Frameworks for structuring difficult feedback conversations.
- Role-playing feedback scenarios to develop confidence.
- Discussing next steps and continued development.
- Course review and participant reflections.