

Train the Trainer

Inspire, engage and empower learners

Develop the skills and confidence to deliver training that makes an impact.

ONE-DAY MANAGEMENT TRAINING COURSE

Plan effective
training

Engage and
motivate learners

Use proven
techniques

Build confidence
as a trainer

Managing Challenging Conversations

Practical difficult conversation skills for managers and team leaders

www.ascenttrainingwales.co.uk

01 · COURSE OVERVIEW

About the course

Most performance issues, team conflicts and customer escalations don't fail because the manager didn't care — they fail because the manager wasn't equipped. This one-day intensive builds the muscle most management training skips.

BOOK THIS COURSE INHOUSE
01656 737349 · info@ascenttrainingwales.co.uk



02 · WHO IT'S FOR

Who should attend

For managers, team leaders, supervisors, HR professionals and customer-facing staff who raise performance concerns, resolve conflict or handle escalations. No prior training needed.

DELIVERED AT YOUR SITE, UK-WIDE
01656 737349 · info@ascenttrainingwales.co.uk



03 · COURSE TIMETABLE

Your training day

9:00 am

Arrival & welcome

9:30 – 10:45 am

Module One · Preparation

10:45 – 11:00 am

Morning break

11:00 am – 12:00 pm

Module Two · The conversation

12:00 – 1:00 pm

Lunch break

1:00 – 2:30 pm

Module Three · Difficult reactions



Preparation

1

GET THE FACTS STRAIGHT

Separate behaviour from interpretation, gather evidence and define the single outcome the conversation must achieve before you open your mouth.

2

PLAN YOUR OPENING

Delegates draft and rehearse a clear, non-defensive opening line for a live issue they are facing at work right now.

The conversation

1

SAY THE HARD THING WELL

Direct, respectful language for performance concerns, conduct issues and customer escalations — without softening the message into silence.

2

LISTEN UNDER PRESSURE

Questioning and listening techniques that keep the other person talking and surface the real cause of the problem.

Difficult reactions

1

ANGER, TEARS AND SILENCE

Practical responses to emotional reactions, denial and pushback, so the conversation stays on track and stays professional.

2

CLOSE WITH COMMITMENT

Agree actions, timescales and follow-up, and record the conversation so it stands up if the issue escalates.

What you'll take away

1

CONFIDENCE, FIRST TIME

Delegates leave able to open, hold and close a challenging conversation without avoidance, aggression or apology.

2

A REUSABLE FRAMEWORK

A simple four-step structure, a personal action plan and a toolkit of phrases to use back in the workplace the next day.

Venue & practicalities

1

WE PROVIDE

Your trainer brings all course materials, workbooks and scenario packs. A projector and screen can be supplied too — just let us know in advance.

2

THE VENUE PROVIDES

A quiet room with space for small-group practice, seating for up to twelve delegates and refreshments for the breaks.



Excel Course From Basics to Beyond

Learn Excel skills to work smarter
and achieve more



Beginner to
Advanced



Practical
Exercises



Real-World
Examples

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BOOK YOUR COURSE

Let's talk

Managing Challenging Conversations · inhouse training from Ascent Training Wales

www.ascenttrainingwales.co.uk

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