

Difficult Conversations Made Easier

A Practical Programme for
Clearer, Kinder Conversations
When It Matters Most

Confidence for conversations that matter most.



Programme Overview

Delivery: Virtual

Duration: 0.5 Day

Dates: Please check website

Fees: €249 per participant

Includes live virtual session, practical templates, scripts and a personal action plan to support immediate real-world application.

Group Bookings Available - Contact Us



learning@workjuggle.com



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Course Overview

Have you been dreading that tough conversation?

Have you been putting it off for ages because you're not sure how to have it?

Then this is the course for you.

How to Have a Difficult Conversation is a practical, interactive half-day virtual programme designed to help professionals address sensitive issues with clarity and respect.

You'll learn how to prepare, say what needs to be said, manage emotions (yours and theirs), and reach an outcome without damaging trust.

This programme focuses on real workplace conversations: performance and standards, feedback, behaviour, broken agreements, boundaries, conflict, and challenging stakeholders.

Who this programme is for:

- Managers or team leader needing to address performance, behaviour, or attitude
- Professionals who avoid conflict and wants more confidence speaking up
- Professionals working with colleagues or stakeholders who are defensive, dismissive, or resistant
- Managers leading projects cross-functionally and needing to challenge expectations or priorities
- Professionals with responsibility for handling sensitive topics (e.g., workload, boundaries, communication style, missed deadlines)

No HR expertise is required. The focus is on practical, respectful communication that supports better outcomes.

*"Courage starts with
showing up and letting
ourselves be seen."
Brené Brown*

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What You'll Learn and Be Able to Do

By the end of the programme you will be able to:

- Prepare for difficult conversations with a clear purpose and desired outcome
- Use language that is direct and respectful (without apologising for the message)
- Manage emotions in the moment and keep the conversation on track
- Respond confidently to defensiveness, denial, blame-shifting or silence
- Listen effectively and ask questions that de-escalate and clarify
- Set boundaries and expectations clearly, including consequences where appropriate
- Close the conversation with agreements, next steps and accountability
- Build a personal script and action plan for a real conversation you need to have

Group Bookings - For Organisations

Bring this programme in-house and tailor it to your context, sector and risk landscape, ideal for:

- People managers and team leaders
- Project leads influencing without authority
- Customer-facing teams handling challenging conversations
- Organisations strengthening feedback, accountability and psychological safety

Optional add-ons include a follow-up practise clinic, manager toolkits, or a short 'difficult conversations in performance reviews' booster session.

Contact us for Group Programme details.

Why WorkJuggle

WorkJuggle programmes are practical, human and designed for real work.

We focus on tools people can use immediately, supported by structured practice and clear outcomes.

Ready to have the conversation?

Contact us to learn more, or book directly
at www.workjuggle.com

Ciara Garvan, Your Facilitator



Ciara is an experienced facilitator and founder of WorkJuggle, known for creating practical, human-centred learning that translates directly into real workplace impact. She works with professionals and organisations to build confidence, clarity and capability in the conversations and decisions that matter most. Ciara's style is supportive, structured and grounded in real-world experience, helping participants leave with tools they can use immediately.

If you are ready to invest in skills that strengthen how you lead, communicate and collaborate, we would be delighted to welcome you onto the programme.

Places are intentionally limited to protect the quality of discussion and individual attention, so early booking is encouraged.

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