



Training for Frontline Staff  
and Team Leaders



# Having Difficult Conversations

## Confidently Navigate Tough Workplace Discussions

Avoiding difficult conversations can lead to bigger workplace issues.

Whether it's addressing performance concerns, managing conflict, or providing constructive feedback, handling these tough discussions with clarity, empathy, and professionalism will provide better outcomes for your team and business.

**Having Difficult Conversations** will help you master the key steps to holding difficult conversations, from adapting your message to understanding common mistakes and overcoming resistance.

You'll learn the difference between bullying and performance management, how to structure conversations for clarity, and how to deliver feedback that drives positive change.

### CONTACT US



**Duration:** 2 hours  
**Location:** Statewide  
**Investment:** \$175 TCCI member  
\$260 non-member



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