



**Robinson Grace**  
HR CONSULTANCY

# Managing Difficult Conversations & Staff Conflict

Date: 01 July 2026

Time: TBC (4 hours)

Venue: Microsoft Teams Online Platform

Fee: TBC

This workshop is for:

- Line managers responsible for day-to-day people management
- HR professionals supporting managers through conflict or sensitive conversations
- Team leaders or supervisors who provide feedback or mediate between colleagues
- Organisations wanting to reduce risk, improve communication, and build a healthier workplace culture

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## Aim

This workshop equips managers and HR professionals with the confidence, practical tools, and communication techniques needed to handle difficult conversations and manage workplace conflict effectively. It focuses on building clarity, emotional intelligence, and structured approaches that support early intervention, reduce escalation, and strengthen working relationships.

Difficult conversations are an inevitable part of people management - whether addressing behaviour, performance, interpersonal conflict, or breaches of expectations. When handled well, these conversations can strengthen trust, resolve issues early, and prevent formal processes. When avoided or mismanaged, they can escalate into grievances, poor morale, and legal risk.

This workshop provides managers with a clear, structured approach to preparing for and conducting challenging conversations with confidence. It explores how to identify the root cause of conflict, manage emotional responses (their own and others'), and use evidence-based communication techniques to keep discussions constructive and solution-focused.

Participants will learn how to recognise early warning signs, intervene promptly, and document conversations appropriately. The session also covers when to involve HR, how to mediate between team members, and how to follow up to ensure lasting resolution.

The training involves a mix of interactive exercises, role-play, and discussion around:

- Understanding the causes of conflict and why issues escalate

## About Your Trainer



With more than 6 years' experience within the Apprenticeship and Education sector, specialising in delivering training and coaching, Claire's passion for learning and professional development underpins her approach, enabling her to support and coach individuals, Managers and organisations with clarity, confidence and practical insight.

## How To Book

To book, please email [clientservices@robinsongracehr.com](mailto:clientservices@robinsongracehr.com)

Confirming your booking creates a legally binding contract between us. Cancellations are to be requested by email only. Payment is required in advance of the course. Refunds must be requested 2 weeks prior to the course date. No refunds will be issued within two weeks of the course date.



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- Preparing for difficult conversations using a structured, repeatable framework
  - Communication techniques that reduce defensiveness and encourage openness
  - Managing emotional reactions — including anger, upset, or avoidance
  - Giving clear, specific, and behaviour-based feedback
  - Facilitating conversations between employees in conflict
  - Setting boundaries, expectations, and agreed actions
  - Knowing when to escalate concerns or involve HR
  - Documenting conversations in a way that protects both the organisation and the employee

## Learning Outcomes

By the end of the workshop, participants will be able to:

- Approach difficult conversations with confidence using a structured, consistent method
- Identify the root cause of conflict and respond appropriately
- Communicate concerns clearly, calmly, and without ambiguity
- Use evidence-based feedback techniques to reduce defensiveness and encourage accountability
- Manage emotional responses and keep conversations focused and productive
- Facilitate conflict resolution between team members in a fair and balanced way
- Document discussions and agreed actions to reduce organisational risk
- Know when to escalate issues and how to involve HR effectively
- Contribute to a more open, respectful, and psychologically safe workplace culture

Please note there will be some pre course work to do (approx. 30 minutes) in advance of this session.

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