

Leadership Communication & Difficult Conversations

1 day | 6 learning hours | English or Bahasa Malaysia

WHO IT IS FOR

Supervisors, team leaders, managers and education leaders responsible for guiding people and handling workplace conversations.

Build clear direction, constructive feedback and calm conflict-handling habits. Practise responding to realistic team situations and agreeing useful next steps.

BY THE END, PARTICIPANTS CAN

1. Give a clear instruction with an agreed outcome and next step.
2. Use listening and clarifying questions to understand a concern.
3. Deliver specific, constructive feedback without personal labels.
4. Navigate a difficult conversation and agree a follow-up action.

WORKSHOP FLOW

09:00-10:30

Lead with clarity

Leadership mindset, responsibility and consistent messages. Exercise: turn an unclear team instruction into an actionable brief.

10:45-12:15

Listen and give feedback

Active listening, clarification and behaviour-focused feedback. Exercise: paired listening and feedback practice.

13:15-14:45

Handle difficult conversations

Separate facts from assumptions; acknowledge concerns and explore options. Exercise: role-play a disagreement with observer feedback.

15:00-16:30

Agree actions and follow through

Confirm responsibilities and practise a short leadership check-in. Exercise: repeat the conversation and create a seven-day action plan.

PREPARATION

Bring one anonymised leadership or team communication scenario. No specialist software required. Organiser provides a room suitable for paired and group practice.

PRACTICE & TAKEAWAYS

Observed role-play using a checklist for clarity, listening, respectful language and agreed action. Take away a conversation planner and follow-up checklist.