Garnet
Garnet Global Training Center

GGT-LM-126

Leadership & Management

Managing Difficult Conversations

إدارة الحوارات الصعبة

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Managing Difficult Conversations turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Programs for managers who need to set direction, decide well and bring people with them. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Managing Difficult Conversations to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

Who should attend

Executives, senior managers, team leaders and high-potential employees. Practitioners with one to five years of experience benefit most.

Key topics

- Strategic thinking and direction setting
- Leading teams and performance
- Communication and influence
- Decision quality under uncertainty
- Managing change and resistance
- Personal leadership action plan

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Managing Difficult Conversations: principles and standards

- Communication and influence
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice

- Decision quality under uncertainty
- Managing change and resistance

Day 3 Diagnosis and problem solving

- Personal leadership action plan
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Strategic thinking and direction setting
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Leading teams and performance
- Checklists and templates to take away

10-day outline

Day 1 Managing Difficult Conversations: principles and standards

- Communication and influence
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice

- Decision quality under uncertainty
- Managing change and resistance

Day 3 Diagnosis and problem solving

- Personal leadership action plan
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Strategic thinking and direction setting
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Leading teams and performance
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Group discussion and peer review

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Measurement and reporting

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
15–26 Mar 2027	10-day classroom	Abu Dhabi	English	8,950
19–23 Jul 2027	5-day online	Live online	English	2,950
8–12 Nov 2027	5-day classroom	Dubai	Arabic	4,750
5–9 Dec 2027	5-day classroom	Cairo	Arabic	4,750
7–11 Aug 2028	5-day classroom	Abu Dhabi	English	4,750
11–22 Sep 2028	10-day online	Live online	Arabic	5,450
2–13 Oct 2028	10-day classroom	Kuala Lumpur	English	8,950
11–15 Dec 2028	5-day classroom	Istanbul	English	4,750
4–15 Jun 2029	10-day classroom	Dubai	English	8,950

Dates	Format	City	Language	Fee (USD)
16–20 Jul 2029	5-day online	Live online	English	2,950
20–24 Aug 2029	5-day classroom	London	English	4,750
15–19 Oct 2029	5-day classroom	Istanbul	English	4,750
21–25 Jan 2030	5-day classroom	Abu Dhabi	Arabic	4,750
3–14 Jun 2030	10-day classroom	Paris	English	8,950
7–18 Oct 2030	10-day online	Live online	English	5,450
17–21 Nov 2030	5-day classroom	Doha	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/