



Crystal Lean Solutions

Training
Academy

Constructive Conversations



Constructive Conversations

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1078

AIM:

The aim of this programme is to equip participants with the skills, confidence, and practical tools to handle challenging discussions in a positive and productive way. Through exploring key principles of effective communication, conflict management strategies, and the GROW coaching model, participants will learn how to build mutual understanding, resolve differences constructively, and guide conversations toward meaningful outcomes.

OBJECTIVES:

At the end of this programme, learners will be able to:

- ✿ **Recognise** the key principles of constructive communication and their impact on workplace relationships.
- ✿ **Identify** common sources of conflict and apply practical techniques to manage and resolve them effectively.
- ✿ **Demonstrate** active listening and questioning skills to promote understanding and reduce tension.
- ✿ **Apply** the GROW model to structure purposeful conversations that support problem-solving and personal development.
- ✿ **Rethink** approach to conflict for a positive outcome to move forward.
- ✿ **Develop** strategies to maintain composure, empathy, and professionalism during difficult or emotionally charged discussions.

THIS PROGRAMME IS FOR:

This programme is designed for employees, supervisors, and managers who engage in regular communication with colleagues, team members, or clients and wish to improve their ability to handle challenging or sensitive conversations effectively. It is particularly relevant for those in leadership, customer service, or people-focused roles where constructive dialogue, conflict resolution, and coaching conversations are essential to success.

PROGRAMME CONTENT:

Introduction to Constructive Conversations

- ✿ The importance of effective communication in the workplace
- ✿ Understanding what makes a conversation “constructive”
- ✿ Barriers to open and respectful dialogue

Understanding Conflict

- ✿ Common causes and types of workplace conflict
- ✿ Recognising emotional triggers and conflict styles
- ✿ 3 parts to a conflict conversation
- ✿ Skills to rethink approach to conflict conversation
- ✿ Turning conflict into an opportunity for growth and collaboration
- ✿ Practical exercises and role plays using real-life workplace scenarios

Skills for Constructive Conversations

- ✿ Active listening and powerful questioning
- ✿ Using empathy and emotional intelligence to build trust
- ✿ Techniques for staying calm and objective under pressure

The GROW Model Framework

- ✿ Overview of the GROW model (Goal, Reality, Options, Way Forward)
- ✿ Applying the model to guide productive and solution-focused conversations
- ✿ Practical exercises and role plays using real-life workplace scenarios

Action Planning and Reflection

- ✿ Identifying personal communication strengths and development areas
- ✿ Creating an action plan to apply new skills in the workplace
- ✿ Commitment to ongoing learning and constructive communication

ASSESSMENT:	Not Applicable
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom training: 1 day
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 Day
CERTIFICATION CRITERIA:	Completion of all training days on programme.
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	Please discuss directly at office@crystalleansolutions.ie
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Change Management
- ✿ Professional Diploma in Leadership
- ✿ Teamwork and Conflict Management
- ✿ Leading with Emotional Intelligence
- ✿ Time Management Skills