# Training Course on Mastering Difficult Conversations in Education

Professional Development Training Course Outline

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| **Category** | Educational Leadership and Management | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

In today’s diverse and evolving educational environments, school leaders, educators, and support staff frequently face emotionally charged situations that demand effective communication and conflict resolution skills. Training Course on Mastering Difficult Conversations in Education empowers participants with the tools to handle sensitive topics, cultural conflicts, behavioral issues, and performance-related discussions with empathy, confidence, and professionalism. Grounded in emotional intelligence, trauma-informed approaches, active listening, and inclusive dialogue, the course provides practical strategies to transform potentially negative encounters into positive, growth-oriented exchanges.

Through expert guidance, interactive modules, and real-world case studies from classrooms, administrative settings, and parent-teacher conferences, participants will gain the confidence to navigate tough conversations involving students, parents, colleagues, and community members. This transformative leadership course is designed to improve communication outcomes, enhance staff morale, foster a respectful learning culture, and support equity-driven school transformation.

## Programme Curriculum

**Training Course on Mastering Difficult Conversations in Education**

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**Course Objectives**

1. Enhance emotional intelligence in educational communication.
2. Identify and manage conflict triggers in school environments.
3. Apply trauma-informed strategies during challenging dialogues.
4. Strengthen culturally responsive communication techniques.
5. Navigate performance-related conversations with clarity and empathy.
6. Utilize de-escalation tactics to prevent conflict escalation.
7. Practice active listening to foster mutual understanding.
8. Engage parents and guardians in difficult but constructive conversations.
9. Manage conversations around mental health and student behavior.
10. Empower student voice through respectful dialogue techniques.
11. Foster teacher-to-teacher collaboration during conflicts.
12. Address bias, racism, and equity issues with courage and tact.
13. Build resilience and emotional safety in high-stress conversations.

**Target Audiences**

1. School Administrators
2. Teachers (K–12 and Higher Ed)
3. Guidance Counselors
4. School Social Workers
5. Special Education Coordinators
6. Parent Liaisons
7. District-Level Leaders
8. Teacher Coaches and Mentors

**Course Duration:** 5 days

**Course Modules**

**Module 1: Foundations of Difficult Conversations in Education**

- Define difficult conversations in school settings
- Explore emotional triggers in educators and students
- Understand the role of fear, assumptions, and silence
- Learn foundational conflict resolution models
- Reflect on personal communication styles
- **Case Study:** Addressing a parent’s complaint during a heated IEP meeting

**Module 2: Emotional Intelligence in Conversations**

- Identify components of emotional intelligence (EQ)
- Self-regulate in high-stress discussions
- Empathize without compromising boundaries
- Recognize emotional cues from others
- Build trust before initiating tough conversations
- **Case Study:** Calming a distressed teacher during performance feedback

**Module 3: Trauma-Informed Communication**

- Define trauma and its impact on communication
- Create a safe space for vulnerable stakeholders
- Reduce re-traumatization through word choice
- Practice grounding techniques in tense moments
- Foster stability through structured communication
- **Case Study:** A student outburst linked to prior trauma

**Module 4: Culturally Responsive Communication**

- Understand how culture shapes conflict
- Practice inclusive language across cultures
- Acknowledge and address implicit bias
- Avoid cultural missteps in communication
- Advocate for equitable voice and participation
- **Case Study:** Resolving miscommunication with a multilingual family

**Module 5: Navigating Parent-Teacher Conflicts**

- Identify common parent-teacher conflict sources
- Clarify expectations with non-confrontational language
- Use collaborative problem-solving frameworks
- Validate parent concerns without defensiveness
- Build shared accountability and action steps
- **Case Study:** Handling a parent's complaint about discipline bias

**Module 6: Teacher-to-Teacher and Staff Dialogue**

- Address difficult topics with colleagues professionally
- Promote constructive feedback over criticism
- Resolve misunderstandings and misalignment
- Create a culture of continuous improvement
- Use restorative language to repair damaged relationships
- **Case Study:** Facilitating conflict resolution between co-teachers

**Module 7: Supporting Students Through Difficult Conversations**

- Develop student-centered communication norms
- Address behavioral issues with dignity and fairness
- Discuss academic concerns without shaming
- Involve students in creating behavior plans
- Encourage self-expression and voice
- **Case Study:** Addressing academic dishonesty with a high school student

**Module 8: Leadership in Difficult Conversations**

- Lead with transparency and moral courage
- Model vulnerability and accountability
- Create team-wide norms for feedback and disagreement
- Establish regular communication touchpoints
- Monitor the emotional climate of your team
- **Case Study:** Responding to resistance during a staff reorganization

**Training Methodology**

- Interactive workshops and breakout discussions

- Role-play and simulation of real scenarios
- Reflective journaling and guided self-assessments
- Peer-to-peer coaching and collaborative problem-solving
- Multimedia presentations with visual storytelling
- Downloadable templates, scripts, and conversation guides

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** *+254769199797*

***Certification***

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

***Tailor-Made Course***

*We also offer tailor-made courses based on your needs.*

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.

**f.** Payment should be done at least a week before commence of the training, to Fineskill Training CenterANCY LD account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com