

# Course : Communicating in difficult situations

Deal with disagreements and sensitive verbal and written exchanges

Practical course - 2d - 14h00 - Ref. CSJ

Price : 1610 CHF E.T.

NEW

Dealing with tense exchanges requires precise tools to maintain a constructive dialogue. This training course offers concrete methods for understanding, calming and resolving tensions through effective written and oral communication, adapted to demanding situations.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify the mechanisms that trigger or maintain a difficult situation
- ✓ Adapting oral and written communication to prevent or reduce tension
- ✓ Clearly express your needs while regulating your emotions
- ✓ Handle disagreement, criticism and conflict constructively
- ✓ Conduct a delicate exchange while preserving the professional relationship

## Intended audience

All employees wishing to improve their communication skills in difficult or high-stakes situations.

## Prerequisites

No

## Practical details

### Hands-on work

Alternance d'apports et d'exercices pratiques, études de cas issus de contextes professionnels variés, exercices d'application, échanges et débats. Plans d'action personnalisés pour un transfert immédiat en situation de travail.

## Course schedule

### PARTICIPANTS

All employees wishing to improve their communication skills in difficult or high-stakes situations.

### PREREQUISITES

No

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.

- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.

- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Understanding the mechanisms of difficult situations

- Define the concepts of tension, disagreement, conflict and misunderstanding
- Identify trigger factors: emotional, relational, organizational
- Analyze perceptual biases and misinterpretations
- Identify behaviors that aggravate or alleviate a difficult situation
- Differentiate between explicit and implicit issues in an exchange

### Hands-on work

Individual exercise: self-diagnosis of reactions to conflict (questionnaire + analysis grid). Sub-group workshop: Deciphering situations by analyzing real-life mini-cases. Pooling: mapping sources of tension through the collective construction of a summary diagram.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 2 Regulate your emotions to communicate clearly

- Recognizing emotions and their signals in tense interactions
- Use regulation techniques: breathing, pausing, refocusing...
- Reduce emotional escalation with the principles of active listening
- Express your needs, avoiding accusatory language

### Hands-on work

Individual: emotional diary and identification of triggering situations. Role-playing in pairs with micro-pauses and calming reformulations. Group: managing an emotional objection, with one participant playing a tense interlocutor and the others testing different responses.

## 3 Assertive oral and written communication

- Formulate a clear, factual and non-aggressive message
- Structure your message to be understood immediately, both orally and in writing
- Rephrase to ensure mutual understanding
- Setting a framework or limit without escalating the conflict
- Use the written word to clarify, confirm or reframe a delicate situation
- Choosing the right communication channel according to the level of tension, urgency, complexity and relationship stakes.

### Hands-on work

En binômes : application de la méthode DESC sur des situations délicates. Écriture d'un message délicat : e-mail de refus, demande sensible, clarification. Étude de cas en sous-groupes : choix du canal de réponse pertinent selon la situation, justification et mise en pratique.

## 4 Adapting your communication to complex audiences

- Identify complex behaviors frequently encountered in difficult situations
- Understanding what is at stake in the relationship rather than in the personality
- Identify your own reactions to these behaviors
- Choosing the right communication strategy for the situation

### Hands-on work

Rotating role-playing in triads: simulation of a specific situation. Focus on adapting posture in the face of "bad faith" or "refusal to cooperate". Collective analysis of what works versus what aggravates tension.

## 5 Leading a difficult exchange and securing the follow-up

- Preparing for a sensitive interview: objective, framework, key messages...
- Step-by-step methodological framework for conducting a sensitive conversation
- Managing objections, resistance and emotions
- Negotiating an acceptable and realistic outcome
- Formalize what follows in a clear, concise and engaging written document

### Hands-on work

Atelier "Grand Chelem" en trinômes : entretien complet avec analyse des postures, du ton et de la formulation grâce à une analyse de critères. Exercice "Flash" : rédaction rapide du message de suivi post-entretien pour consolider l'accord.