

HANDLING DIFFICULT CONVERSATIONS AND FEEDBACK TRAINING IN THE PHILIPPINES

Addressing Sensitive Issues, Delivering Constructive Feedback, Managing Emotional Reactions, and Reaching Clear Workplace Agreements

A Practical and Customizable Corporate Training Program by Making Strong Success Corporation

TRAINING OVERVIEW

Difficult conversations are part of every workplace. Employees and leaders eventually need to address performance concerns, missed commitments, inappropriate behavior, communication problems, customer complaints, interpersonal tension, resistance to change, accountability gaps, or decisions that another person may not want to hear.

These conversations become even more challenging when feedback involves sensitive issues, strong emotions, defensiveness, denial, disagreement, fear, damaged trust, or differences in authority. When handled poorly, a necessary conversation may create resentment, embarrassment, conflict, withdrawal, or further performance problems. When avoided entirely, the issue usually becomes more difficult, costly, and disruptive over time.

Effective difficult conversations are not about confronting people aggressively or delivering criticism without empathy. They require preparation, emotional intelligence, clear evidence, respectful communication, active listening, constructive feedback, and agreements that translate the conversation into improved behavior and performance.

Common workplace challenges include:

- Managers delaying necessary feedback because the conversation feels uncomfortable
- Feedback being delivered only during formal performance reviews
- Employees becoming defensive, emotional, silent, or argumentative
- Leaders focusing on personality instead of observable behavior
- Difficult messages sounding blaming, humiliating, vague, or threatening
- Employees being told what is wrong without receiving clear expectations or support
- Positive feedback being neglected while corrective feedback dominates
- Conversations ending without ownership, deadlines, or follow-through
- Managers softening the message so much that the real concern is not understood
- Feedback being delivered publicly or at the wrong time
- Employees disagreeing with the feedback or presenting a different version of events
- Issues escalating because leaders avoid early intervention
- Follow-up conversations failing to happen after commitments are made

This **Handling Difficult Conversations and Feedback Training in the Philippines** equips participants with practical tools for preparing sensitive discussions, communicating concerns clearly, giving constructive feedback, listening to the other person's perspective, managing emotional reactions, addressing resistance, reaching workable agreements, and following through after the conversation.

The program is ideal for organizations searching for:

- **Dealing with Difficult Conversations Training in the Philippines**
- **Handling Difficult Conversations Training in the Philippines**
- **Dealing with Difficult Feedback Training in the Philippines**
- **Handling Difficult Feedback Training in the Philippines**
- **Training on Dealing with Difficult Conversations in the Philippines**
- **Training on Handling Difficult Conversations in the Philippines**
- **Training on Dealing with Difficult Feedback in the Philippines**
- **Training on Handling Difficult Feedback in the Philippines**
- **Training on Handling Difficult Conversations and Feedback in the Philippines**
- **Training on Dealing with Difficult Conversations and Feedback in the Philippines**

Following the MSS **EnterTRAINment®** approach, the program combines concise facilitator input, self-assessments, workplace case analysis, feedback-writing exercises, difficult-conversation simulations, emotional-response scenarios, role plays, facilitator coaching, peer feedback, and workplace action planning.

TRAINING GOAL

To strengthen participants' ability to prepare for and conduct difficult workplace conversations with clarity, courage, empathy, fairness, and professionalism so that sensitive issues are addressed constructively, feedback leads to improvement, emotional reactions are managed, accountability is strengthened, and working relationships are preserved.

TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Explain why necessary workplace conversations often become difficult or emotionally charged.
2. Recognize the risks of avoiding, delaying, mishandling, or overreacting during difficult conversations.
3. Distinguish facts, observations, assumptions, judgments, emotions, and interpretations.
4. Prepare clear objectives, evidence, questions, and desired outcomes before beginning a conversation.
5. Give constructive positive, developmental, and corrective feedback.
6. Describe behavior and impact without attacking personality or intent.
7. Apply practical feedback structures such as Situation–Behavior–Impact and Feedforward.
8. open difficult conversations respectfully and directly.
9. Listen actively and acknowledge the other person's perspective without automatically agreeing.
10. Respond to denial, defensiveness, anger, silence, blame, and disagreement professionally.
11. Communicate expectations, support, consequences, and next steps clearly.

12. Develop agreements that include actions, owners, standards, deadlines, and follow-through.
13. Conduct follow-up conversations that reinforce accountability and improvement.
14. Prepare a personal difficult-conversation and feedback improvement plan.

FROM POINT A TO POINT B

Point A: Common Workplace Challenges	Point B: Desired Conversation and Feedback Capability
Necessary conversations are delayed or avoided	Issues are addressed early, directly, and professionally
Feedback is based on assumptions or generalizations	Feedback uses specific facts, behavior, examples, and impact
Leaders attack personality instead of addressing conduct	Conversations focus on observable behavior and expectations
Corrective feedback feels punitive	Feedback becomes developmental, fair, and improvement-oriented
Employees become defensive or emotional	Leaders acknowledge emotions while keeping the conversation productive
Managers dominate the conversation	Both parties participate through listening, questions, and clarification
Difficult messages are softened until the issue becomes unclear	The concern is communicated respectfully but unmistakably
Conversations end without agreement	Actions, responsibilities, standards, and deadlines are confirmed
Feedback is delivered once and forgotten	Follow-through, coaching, and progress review become part of the process
Working relationships deteriorate after feedback	Accountability and respect are preserved together

ORGANIZATIONAL BENEFITS

This **Handling Difficult Conversations Training in the Philippines** can help organizations:

- Address performance and behavior concerns before they escalate
- Improve the quality and consistency of managerial feedback
- Strengthen accountability, ownership, and follow-through
- Reduce workplace tension caused by avoided issues
- Improve employee understanding of expectations and standards
- Help leaders communicate corrective messages without humiliation or aggression
- Reduce defensive reactions through better preparation and dialogue
- Improve coaching, performance management, and employee development
- Strengthen trust through timely, fair, and evidence-based communication

- Improve collaboration and working relationships
- Help supervisors handle emotionally charged conversations with confidence
- Support a healthier and more transparent feedback culture
- Reduce surprises during performance evaluations
- Improve performance through clearer expectations and actionable feedback

ONE-DAY TRAINING PROGRAM OUTLINE

Recommended Schedule: 8:00 AM–5:00 PM

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
8:00–10:00 AM	MODULE 1: UNDERSTANDING AND PREPARING FOR DIFFICULT CONVERSATIONS • What Makes a Conversation Difficult? ◦ High stakes, strong emotions, differing views, damaged trust, and authority differences ◦ Performance, behavior, relationship, and accountability conversations • The Cost of Avoidance and Poor Delivery ◦ Delayed correction, repeated behavior, resentment, and performance decline ◦ The difference between temporary comfort and long-term leadership responsibility • Separating Facts from Assumptions ◦ Observable behavior, evidence, interpretation, intention, and judgment ◦ Avoiding labels, exaggerations, and personality attacks • Preparing for the Conversation ◦ Purpose, desired outcome, evidence, timing, location, and emotional readiness	Difficult-Conversation Self-Assessment Participants identify their tendencies when dealing with sensitive issues and emotionally charged feedback. Facts or Assumptions Challenge Participants distinguish observable facts from conclusions, labels, judgments, and unsupported interpretations. Output: Difficult-Conversation Preparation Map

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	Anticipating reactions, questions, and support needs	
10:00–10:15 AM	Morning Break	
10:15 AM–12:00 NN	MODULE 2: DELIVERING CLEAR, CONSTRUCTIVE, AND ACTIONABLE FEEDBACK Purposes and Types of Feedback - Positive, developmental, corrective, and performance feedback - Feedback versus criticism, blame, reprimand, and coaching Structuring Feedback Clearly - Situation–Behavior–Impact model - Desired behavior and Feedforward Communicating the Message Professionally - Direct but respectful language - Tone, timing, privacy, body language, and psychological safety Making Feedback Actionable - Clarifying standards, expectations, support, measures, and next steps - Balancing acknowledgment, accountability, and improvement	Feedback Makeover Exercise Participants rewrite vague, blaming, softened, or personality-based feedback into specific and constructive messages. SBI and Feedforward Practice Participants prepare feedback using realistic workplace scenarios. Output: Constructive Feedback Conversation Guide
12:00–1:00 PM	Lunch Break	
1:00–3:00 PM	MODULE 3: MANAGING EMOTIONAL REACTIONS AND RESISTANCE Emotional Intelligence During Difficult Conversations - Recognizing triggers, stress responses, defensiveness, and emotional escalation - Managing one's own tone, reactions, and assumptions Listening Without Losing Direction	Emotional-Reaction Simulation Participants practice responding to common reactions such as defensiveness, denial, blame, silence, and emotional distress. Active-Listening and Clarification Drill Participants practice acknowledging concerns while maintaining the purpose and direction of the conversation.

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	○ Active listening, acknowledgment, clarification, and summarizing ○ Understanding another perspective without abandoning standards • Responding to Difficult Reactions ○ Denial, excuses, blame, silence, anger, tears, defensiveness, and disagreement ○ Keeping the conversation respectful, factual, and solution-focused • Knowing When to Pause or Escalate ○ Maintaining safety and professionalism ○ Recognizing when HR, management, policy, or formal process is required	Output: Difficult-Reaction Response Guide
3:00–3:15 PM	Afternoon Break	
3:15–5:00 PM	MODULE 4: REACHING AGREEMENTS, FOLLOWING THROUGH, AND BUILDING A FEEDBACK CULTURE • Turning Discussion into Agreement ○ Clarifying required actions, responsibilities, standards, support, and deadlines ○ Checking understanding and commitment • Documenting and Following Through ○ Conversation summaries, agreed actions, monitoring, and progress reviews ○ Recognizing improvement and addressing noncompliance • Creating a Continuous Feedback Culture ○ Moving from annual surprises to regular coaching conversations ○ Requesting, receiving, and normalizing feedback	Capstone Difficult-Conversation Simulation Participants conduct a complete workplace conversation involving sensitive feedback, emotional reaction, clarification, and action planning. Follow-Through Planning Workshop Participants convert the discussion into measurable agreements and review arrangements. Final Outputs: • Difficult-Conversation Action Plan • Feedback and Follow-Through Agreement • Personal Conversation and Feedback Improvement Plan

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• Applying the C.A.N.D.O.R. Difficult Conversations Framework ◦ Integrating preparation, communication, dialogue, agreement, and review ◦ Workplace application and personal improvement	

THE C.A.N.D.O.R. DIFFICULT CONVERSATIONS FRAMEWORK

C — Clarify the Concern

Define the real issue before beginning the conversation.

- Identify the specific behavior, performance gap, or concern
- Separate facts from assumptions and opinions
- Confirm the impact on work, people, customers, or results
- Determine why the conversation is necessary
- Avoid addressing too many unrelated concerns at once

A — Arrange the Conversation Properly

Choose conditions that support a professional discussion.

- Select an appropriate time and private location
- Prepare relevant facts and examples
- Clarify the desired outcome
- Consider the other person's possible perspective
- Manage personal emotions before beginning

N — Name the Behavior and Impact

Communicate the concern directly and respectfully.

- Describe the situation
- State the observable behavior
- Explain the impact
- Avoid labels, attacks, exaggerations, and vague statements
- Clarify the standard or expectation

D — Discuss and Listen

Create dialogue rather than delivering a one-sided verdict.

- Invite the other person's perspective
- Listen actively
- Ask clarifying questions
- Acknowledge relevant concerns

- Correct misunderstandings and confirm facts

O — Obtain a Workable Agreement

Translate the conversation into clear action.

- Identify the behavior or performance required
- Agree on specific actions
- Clarify responsibilities and support
- Establish deadlines and measures
- Confirm understanding and commitment

R — Review and Reinforce

Follow through after the conversation.

- Monitor progress
- Recognize improvement
- Provide further coaching or support
- Address repeated noncompliance
- Review whether the agreement produced the desired result

DIFFICULT CONVERSATIONS AND FEEDBACK TOPICS COVERED

The program may cover the following topics depending on participant level and client requirements:

1. Difficult workplace conversations
2. Performance feedback
3. Corrective feedback
4. Developmental feedback
5. Positive feedback and recognition
6. Situation–Behavior–Impact feedback
7. Feedforward
8. Observable behavior versus judgment
9. Emotional intelligence during feedback
10. Difficult employee reactions
11. Defensiveness and denial
12. Active listening and clarification
13. Assertive communication
14. Psychological safety
15. Difficult-conversation preparation
16. Expectation setting
17. Accountability conversations
18. Feedback follow-through
19. Coaching conversations
20. Building a continuous feedback culture

COMMON DIFFICULT-CONVERSATION MISTAKES COVERED

Participants learn how to avoid:

1. Waiting until the issue becomes serious
2. Delivering difficult feedback while angry
3. Giving feedback without specific examples
4. Attacking personality or assumed intent
5. Using words such as “always,” “never,” and “everyone says”
6. Sandwiching serious corrective feedback between unrelated compliments
7. Giving corrective feedback publicly
8. Softening the message until the concern becomes unclear
9. Speaking for too long without listening
10. Assuming disagreement means disrespect
11. Arguing over every detail instead of addressing the main concern
12. Becoming defensive when the other person gives feedback in return
13. Promising confidentiality that cannot be maintained
14. Discussing behavior without clarifying expected improvement
15. Ending the conversation without checking understanding
16. Making threats that will not be enforced
17. Failing to provide reasonable support or resources
18. Treating feedback as punishment instead of performance guidance
19. Waiting until the annual appraisal to raise concerns
20. Failing to monitor commitments after the conversation

SAMPLE DIFFICULT CONVERSATION AND FEEDBACK SITUATIONS

The program may use cases involving:

- Repeated missed deadlines
- Declining work quality
- Inappropriate workplace behavior
- Poor attendance or punctuality
- Failure to follow procedures
- Communication problems
- Resistance to feedback
- Negative attitude or unprofessional conduct
- Conflict between coworkers
- Lack of accountability
- Customer complaints
- Failure to collaborate across departments
- Underperformance after coaching
- Excessive defensiveness
- Leadership behavior concerns
- Breach of trust

- Failure to meet agreed commitments
- Employee disagreement with performance feedback
- Delivering an unfavorable decision
- Correcting behavior while preserving the relationship

Cases and activities may be customized according to the organization's workplace environment and participant roles.

TRAINING METHODS

Consistent with the MSS **EnterTRAINment®** philosophy, this **Handling Difficult Feedback Training in the Philippines** minimizes lengthy lectures and maximizes preparation, communication practice, simulation, coaching, reflection, and application.

Training methods include:

- Interactive facilitator-led discussions
- Difficult-conversation self-assessment
- Facts-versus-assumptions exercises
- Feedback-writing activities
- SBI and Feedforward practice
- Emotional-reaction scenarios
- Active-listening drills
- Difficult-conversation role plays
- Capstone conversation simulations
- Peer feedback
- Facilitator coaching
- Structured debriefing
- Follow-through planning
- Personal action planning

TARGET PARTICIPANTS

This **Handling Difficult Conversations and Feedback Training in the Philippines** is suitable for:

- Team leaders
- Supervisors
- Managers
- Department heads
- HR professionals
- Employee-relations personnel
- Project managers
- Operations leaders
- Customer service leaders

- Sales managers
- Technical supervisors
- Coaches and mentors
- Quality and compliance leaders
- Employees responsible for providing peer feedback
- Professionals who regularly conduct sensitive workplace conversations

The program may be customized for first-time supervisors, experienced leaders, HR teams, project managers, customer-facing personnel, or mixed groups.

EXPECTED PARTICIPANT OUTPUTS

Participants will complete:

1. Difficult-Conversation Preparation Map

Covering:

- The specific concern
- Observable facts
- Impact
- Assumptions to verify
- Desired outcome
- Expected reactions
- Appropriate timing and setting

2. Constructive Feedback Conversation Guide

Containing:

- Situation
- Behavior
- Impact
- Required or desired change
- Feedforward recommendations
- Support and resources

3. Difficult-Reaction Response Guide

Including responses to:

- Denial
- Defensiveness
- Blame
- Silence
- Anger
- Emotional distress
- Disagreement
- Counter-feedback

4. Difficult-Conversation Action Plan

Containing:

- Opening statement
- Key evidence
- Questions
- Listening responses
- Expectations
- Possible solutions
- Closing summary

5. Feedback and Follow-Through Agreement

Identifying:

- Agreed improvement actions
- Responsible person
- Support required
- Performance standard
- Deadline
- Review date
- Consequences or escalation conditions

6. Personal Conversation and Feedback Improvement Plan

Each participant identifies specific behaviors to improve when preparing, delivering, receiving, and following up on difficult feedback.

DELIVERY OPTIONS

The program may be delivered as:

- Onsite or face-to-face in-house training
- Live instructor-led online training
- Hybrid training
- Half-day difficult-conversation awareness session
- One-day difficult conversations and feedback workshop
- Two-day expanded skills-development program
- Supervisor feedback and coaching workshop
- Managerial difficult-conversation program
- Performance feedback clinic
- Leadership communication intervention
- Employee-relations conversation workshop

The program may be customized according to:

- Participant roles
- Leadership level
- Industry

- Organizational culture
- Common performance concerns
- Existing feedback practices
- Performance-management processes
- HR and disciplinary policies
- Customer-facing situations
- Desired workplace outputs

RECOMMENDED CUSTOMIZATION INPUTS

The client may provide anonymized or nonconfidential information regarding:

- Common difficult-conversation situations
- Typical employee reactions
- Frequent performance or conduct concerns
- Feedback practices currently used
- Existing coaching or appraisal forms
- Leadership communication challenges
- Relevant policies or escalation procedures
- Common cross-functional concerns
- Customer-service escalation situations
- Desired leadership behaviors

Confidential employee records, private complaints, disciplinary files, medical information, and personally identifiable details are not required.

FREQUENTLY ASKED QUESTIONS

What is Handling Difficult Conversations Training?

Handling Difficult Conversations Training in the Philippines helps leaders and employees prepare for, conduct, and follow through on sensitive workplace discussions involving performance, behavior, relationships, accountability, disagreement, and emotionally charged concerns.

What is Dealing with Difficult Conversations Training?

Dealing with Difficult Conversations Training in the Philippines teaches participants how to address uncomfortable issues directly while managing emotions, listening actively, communicating respectfully, and preserving professional relationships.

What is Handling Difficult Feedback Training?

Handling Difficult Feedback Training in the Philippines develops participants' ability to give and receive sensitive, corrective, developmental, or performance-related feedback professionally and constructively.

Who should attend this program?

The program is suitable for team leaders, supervisors, managers, department heads, HR professionals, project managers, coaches, mentors, and employees responsible for providing feedback or addressing workplace concerns.

Does this program include performance feedback?

Yes. Participants learn how to prepare and deliver performance feedback using observable behavior, specific examples, business impact, expected standards, and actionable improvement steps.

Does the training cover defensive or emotional employees?

Yes. Participants practice responding to denial, defensiveness, blame, anger, silence, emotional distress, disagreement, and other difficult reactions.

Does this training include role plays?

Yes. The program emphasizes realistic workplace simulations, role plays, coaching, feedback, and debriefing rather than relying mainly on lectures.

Is this the same as Conflict Management Training?

The programs are related but different.

Conflict Management Training focuses more broadly on diagnosing, managing, and resolving disagreements between people or groups. Difficult Conversations and Feedback Training focuses on conducting sensitive one-on-one or small-group conversations involving performance, behavior, accountability, decisions, and feedback.

Can the program use our actual workplace situations?

Yes. The workshop may be customized using anonymized and nonconfidential situations supplied by the client.

Can this training be delivered online?

Yes. The program may be delivered through live online training using digital worksheets, breakout-room role plays, paired simulations, case analysis, facilitator coaching, and peer feedback.

RELATED TRAINING PROGRAMS

Organizations may also consider:

- Conflict Management Training
- Assertive Communication Training
- Coaching and Feedback Training
- Performance Management Training
- Emotional Intelligence Training
- Active Listening Training
- Interpersonal Communication Training
- Leadership Communication Training
- Managing Difficult Employees Training

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- Building Trust in the Workplace
- Employee Counseling Training
- Customer Complaint Handling Training

WHY CHOOSE MSS CORPORATION?

Making Strong Success Corporation delivers practical and customizable corporate training programs based on real workplace communication, leadership, employee-relations, and performance challenges.

Our approach combines:

- Practical difficult-conversation frameworks
- Workplace-based feedback scenarios
- SBI and Feedforward techniques
- Emotional-response simulations
- Active-listening and clarification exercises
- Role plays and facilitator coaching
- Feedback and follow-through planning
- MSS EnterTRAINment® learning methods
- Customization according to the client's workplace context
- Action planning for immediate application

This **Handling Difficult Conversations and Feedback Training in the Philippines** is designed not merely to teach participants what to say. It helps them prepare effectively, communicate difficult messages clearly, listen to challenging responses, reach workable agreements, and follow through until expectations and performance improve.

REQUEST A CUSTOMIZED PROGRAM

Organizations searching for **Dealing with Difficult Conversations Training in the Philippines, Handling Difficult Conversations Training in the Philippines, Dealing with Difficult Feedback Training in the Philippines, Handling Difficult Feedback Training in the Philippines, Training on Dealing with Difficult Conversations in the Philippines, Training on Handling Difficult Conversations in the Philippines, Training on Dealing with Difficult Feedback in the Philippines, Training on Handling Difficult Feedback in the Philippines, Training on Handling Difficult Conversations and Feedback in the Philippines, or Training on Dealing with Difficult Conversations and Feedback in the Philippines** may request a customized program based on participant roles, recurring workplace concerns, feedback practices, leadership challenges, and desired behavioral outcomes.

Address concerns early. Give feedback clearly. Listen with empathy. Agree on actions. Follow through consistently.