

Leading Difficult Conversations with Confidence

A public workshop by PwC's Academy

What is a difficult conversation? Why is it difficult? Every relationship we have risks running into conflict situations and a leader can't let unresolved issues affect team dynamics.

Leading Difficult Conversations with Confidence is a practical programme for leaders who want to turn conflict into collaboration. Difficult conversations feel hard because stakes are high, emotions run strong, and power dynamics and ambiguity get in the way. This programme equips you to reframe without losing standards, empathise to reduce defensiveness, and build trust while holding people accountable—so tension becomes progress.

Who is this for:

Team Leaders

Managers and Senior Managers

Head of Departments

All working professionals

Our Speaker:



Alice Ong

PwC's Academy
Head of School of
Leadership and
Human Skills

What's In It For You?

- Understand the key elements of a difficult conversation and how to build trust
- Gain awareness of your preferred way in dealing with conflicts
- Learn how to choose the most effective conflict handling methods
- Practice how to de-escalate, reframe, and reset when conversations get heated

Registration fee:

Public Workshop Only

*HRDC FULLY CLAIMABLE

Was RM 1,750

per participant
(inclusive of service tax)

SPECIAL PROMO

RM 1,575

Save 53% off the regular price
RRP: RM 2,800

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RM 2,875

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10% off

- Early Bird Registration; or
- Multiple Module Selection; or
- Group Registration (3 or more people, single module).

15% off

Group Registration (3 or more people with multiple modules)

Note: Discounts are not cumulative; only the higher discount applies.

Available Sessions:

1 day

15

May

Friday

9.00 AM – 5.00 PM
PwC Malaysia, Menara TH
1 Sentral
(Early Bird ends: 15 April 2026)

1 day

29

July

Wednesday

9.00 AM – 5.00 PM
PwC Malaysia, Menara TH
1 Sentral
(Early Bird ends: 29 June 2026)

For more information, contact my.academy@pwc.com

Register Now

Programme Details



Time	Session
9:00 AM	Welcome and establishing a shared language for “difficult conversations”
9:15 AM	What is a difficult conversation? <ul style="list-style-type: none"> - Identify the three conversation types often overlooked and the triggers that make them difficult - Build awareness of how stories/assumptions escalate tension
10:30 AM	Coffee break
10:45 AM	The Five Conflict Handling Styles <ul style="list-style-type: none"> - Your default conflict mode assessment - Choose the right approach based on stakes, relationship, time and when to flex for better outcomes
11:45 PM	Dealing with Blockers <ul style="list-style-type: none"> - Understand others' perspectives and separate positions from interests - Focus energy on what you can control or influence
12:30 PM	Lunch break
1:30 PM	Turning Conflict into Collaboration <ul style="list-style-type: none"> - Reframing and building trusted relationships - Prepare, structure, and conduct a high-stakes conversation that strengthens trust - Preparing for a difficult conversation - Creating an environment to build accountability
3:30 PM	Coffee break
3:45 PM	Role play with different scenarios and debrief <ul style="list-style-type: none"> - Apply models under pressure - Build confidence with repeatable structures
4:30 PM	Reflection and Action Planning
5:00 PM	Close



Scan or [click](#) to register

For group registration, kindly provide participants' names by emailing my.academy@pwc.com

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