

Lorraine McCrossan | Ready-To-Use Courses

Ready to propel your team's skills?

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TALK TACTICS

Mastering Difficult Conversations

Don't let it fester. Say the thing. No more walking on eggshells.

Tough conversations don't have to tank relationships. 70% of people avoid these conversations at work but avoiding them costs time, engagement, and results. This high-impact interactive course builds the skills to handle important conversations with clarity and respect. Participants learn to communicate with purpose and navigate tension without losing trust. Whether it's giving feedback, addressing conflict, or resolving an issue, they'll walk away with tools to turn discomfort into progress.

Highlights

- Ready-to-launch half-day course with practical, results-driven content
- Available in multiple training formats: instructor-led (ILT), virtual instructor-led (VILT), or eLearning
- Flexible for how you train—I provide the course, you lead the learning
- I train you how to run it and give you everything you need to succeed
- One all-inclusive price—no licensing, no per-participant fees—just a single purchase for unlimited use within your organization

What's Included

Instructor-Led Training (ILT)

\$9500

- 4-hour in-person session that your trainers conduct, with the option to break into shorter modules
- 3-hour train-the-trainer and Q&A session for your internal trainer(s)
- Comprehensive trainer resource package for your trainers: PowerPoint deck, trainer guide, participant workbook, and supporting handouts
- Unlimited delivery and use within your organization

Virtual Instructor-Led Training (VILT)

\$9500

- 4-hour live online session that your trainers conduct, with the option to break into shorter modules
- 3-hour train-the-trainer and Q&A session for your internal trainer(s)
- Comprehensive trainer resource package for your trainers: PowerPoint deck, trainer guide, participant materials
- Unlimited delivery and use within your organization

eLearning

\$5000

- Self-paced online course, organized into short modules
- SCORM-compliant files for you to easily upload to your LMS OR web-ready modules for you to share directly with learners
- Downloadable resources for the learner to enhance retention and on-the-job application
- Unlimited use within your organization

Optional Add-Ons

- Customization (e.g., branding, scenario tailoring): \$500–\$1,500
- Refresher training (for new trainers): \$250