

Confident Correspondence Writing: Tackle Tough Messages with Tact and Professionalism

Core skills developed

 Adaptability & learning agility

 Decision making & judgement

 Emotional Intelligence (EQ)


 Relationship & stakeholder management

 Analytical thinking & problem solving

 Digital literacy & tool confidence

 Productivity & personal effectiveness

 Effective communication




 Leading self & others

Thoughtful communication for sensitive situations

Some situations call for tact, professionalism and a calm, steady tone. This course gives participants the confidence and techniques to handle sensitive communication with clarity, care and professionalism. They learn how to set the right tone for different audiences, frame challenging points without sounding defensive and maintain relationships even when delivering difficult messages.

Through practical frameworks, they discover how to reply to complaints with empathy, give bad news constructively, reset expectations and say no without escalating tension. Participants also learn how to turn AI-generated drafts into polished messages that feel measured, appropriate and aligned with their organisations' standards. They leave equipped to write messages that protect trust, reduce tension and move situations toward a constructive outcome.

Benefits

-  Course participants will handle sensitive situations with steadier judgement, communicate difficult messages with more confidence and maintain trust in challenging situations.
-  Stakeholders will feel acknowledged, supported and more able to navigate difficult situations constructively.
-  Your organisation will strengthen trust with internal teams and external partners, resolving issues more smoothly.

Modules

Confident correspondence writing essentials

1

- Evaluating your practices as an advanced correspondence writer
- Setting personal goals

Competency: Set goals to strengthen existing correspondence writing skills by analysing emails against criteria for advanced performance

Communicating difficult news in writing

2

- Structuring difficult news
- Explaining the benefits of regulations, policies and directives

Competency: Communicate difficult news in writing, being considerate of readers' needs and concerns

Communicating difficult news by email

3

- Structuring difficult news
- Explaining the benefits of regulations, policies and directives

Competency: Write emails with difficult news which are considerate of readers' needs and concerns

Responding to negative feedback in writing

4

- Shifting perspective
- Using strategies to prioritise relationships and clear communication

Competency: Respond to negative feedback in a way that maintains reputation and strengthens relationships

Refusing requests in writing

5

- Structuring your refusal
- Using a confident and considerate tone

Competency: Refuse requests using a confident and considerate tone to maintain the relationship

Outcomes

- ★ Write correspondence that balances empathy and assertiveness by understanding what your readers need and guiding them towards a clear next step.
- ★ Explain policies, decisions and constraints in clear, reader-focused language that maintains trust and supports constructive conversations.
- ★ Handle challenging or sensitive situations with care by choosing tone, framing and emphasis that protect relationships while addressing issues directly.