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COURSE BROCHURE

Courageous Conversations and Ethical Dilemmas for Emerging Leaders Training Course

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Madrid

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Courageous Conversations and Ethical Dilemmas for Emerging Leaders is a 1-week training course for newly appointed managers and supervisors stepping into their first people decisions, and it ends with a personal Candour and Dilemma Playbook. Organisations now expect junior leaders to name problems early, coach rather than instruct and defend values under pressure, long before they hold senior authority. The course is delivered by Jupiter Prime Training.

Why Courageous Conversations and Ethical Dilemmas Matter Now

Flatter structures, hybrid teams and closer public scrutiny of conduct push difficult judgement calls down to people who have only just begun leading others. Employees and boards watch whether stated values survive a missed target. A leader who avoids the hard sentence lets silence, rumour and quiet rule-bending grow; one who speaks with care builds trust and earlier escalation. The course draws on the GROW coaching model, the International Coaching Federation ICF Core Competencies and recognised ethical reasoning lenses.

Who Gains Most from Courageous Conversations and Ethical Dilemmas

- New line managers responsible for raising performance gaps and behaviour concerns with former peers
- Team supervisors who must decide how to respond when targets tempt shortcuts
- Project and shift leads accountable for candid feedback within tight timelines
- High-potential specialists moving into their first role with direct reports
- Deputy heads of section who mediate disagreements and carry decisions upward

A cohort of emerging leaders from one department gains most, because shared language for candour and dilemmas spreads quickly across neighbouring teams.

Courageous Conversations and Ethical Dilemmas Capabilities

Participants practise candid speech, test their own motives and reason through colliding duties.

- Assess personal triggers and blind spots before a charged exchange — self-regulation in front of the team
- Design an opening statement that names the issue without blame — the employee receiving difficult news
- Apply GROW questioning to shift a complaint into ownership — the direct report's development
- Weigh competing duties using consequence, duty and fairness lenses — escalation choices to senior leaders
- Communicate a values-based decision and its reasons — colleagues affected by an unpopular call
- Build a repair plan after a conversation goes wrong — long-term working relationships

Key Courageous Conversations and Ethical Dilemmas Terms

- Courageous conversation — a planned exchange raising a sensitive matter directly and in time to change the outcome.
- Ethical dilemma — a situation where two defensible values or duties point to different actions and no option is free of cost.
- Psychological safety — a shared belief that people can raise concerns or disagree without punishment.
- Moral muteness — staying silent about a recognised ethical concern to avoid conflict.
- GROW model — a coaching sequence of Goal, Reality, Options and Will used to help another person reach their own commitments.
- Values hierarchy — a ranked view of personal and organisational principles that guides which one prevails when they conflict.

Courageous Conversations and Ethical Dilemmas Day by Day

Day 1: The Self Behind the Hard Sentence

- Personal Values Hierarchy Mapping — Which Principles Prevail Under Pressure
- Trigger and Threat Response Inventory — Staying Composed in Charged Exchanges
- Johari Window Feedback Exercise — Surfacing Blind Spots Seen by Others
- Leadership Identity Shift From Peer to Manager — Renegotiating Old Friendships
- Moral Muteness Self-Check — When Silence Becomes Complicity

Day 2: Building Candour Into Daily Leadership

- Psychological Safety Climate Scan — Where Concerns Are Raised or Buried
- Situation Behaviour Impact Feedback — Naming Facts Rather Than Character
- Opening Statement Scripting — Getting the Issue Said in One Minute
- Listening for Emotion and Interest — Moving From Positions to Needs
- Difficult Conversation Preparation Canvas — Choosing Timing, Setting and Outcome

Day 3: Coaching Others Through Ownership

- GROW Coaching Sequence — Turning Complaints Into Personal Commitments
- ICF Core Competencies for Line Leaders — Presence, Trust and Evoking Awareness
- Powerful Open Questions Bank — Replacing Advice With Reflection
- Accountability Agreements and Follow-Up — Keeping Promises Visible After Coaching
- Coaching Versus Directing Choice Matrix — When to Tell and When to Ask

Day 4: Reasoning Through Ethical Dilemmas

- Consequence, Duty and Fairness Lenses — Testing Options From Three Angles
- Right-Versus-Right Dilemma Paradigms — Truth Versus Loyalty, Short Versus Long Term
- Rationalisation Red Flags — Spotting Everyone Does It Reasoning
- Escalation and Speak-Up Routes — Deciding When a Matter Goes Upward
- Dilemma Cases From Healthcare and Retail Banking — Comparing Sector Pressures

Day 5: Practising the Candour and Dilemma Playbook

- Observed Courageous Conversation Rounds — Applying Opening Statements and Listening
- Live Coaching Practice With Peer Observers — Applying GROW Under Time Pressure
- Dilemma Decision Presentation — Explaining a Values-Based Call to Colleagues
- Conversation Repair and Apology Techniques — Restoring Trust After Missteps
- Candour and Dilemma Playbook Completion — Personal Commitments for the First Quarter

Applying Courageous Conversations and Ethical Dilemmas After the Course

- Hold one prepared courageous conversation using the preparation canvas and record what changed in the relationship afterwards.
- Run a short team dilemma discussion using the three ethical lenses on a real grey-zone case from current operations.

Courageous Conversations and Ethical Dilemmas Questions FAQ

What are courageous conversations and ethical dilemmas in leadership, and why do they matter now?

They are the moments when a leader must say something uncomfortable or choose between competing duties. Emerging leaders now face these moments early, and their handling shapes trust and speak-up behaviour.

Which roles gain most from courageous conversations and ethical dilemmas training?

New line managers, supervisors, shift and project leads, and specialists taking on their first direct reports gain most. These roles meet grey-zone choices daily with little structured practice.

How does courageous conversations and ethical dilemmas training differ from a general communication course?

It differs by joining candour with ethical reasoning and coaching. A general communication course builds clarity; courageous conversations and ethical dilemmas training rehearses high-stakes exchanges and tests decisions against ethical lenses.

What do you bring back from courageous conversations and ethical dilemmas training?

You bring back a personal playbook with prepared opening statements, a coaching question bank, a dilemma reasoning routine and commitments for your first quarter.

Courageous Conversations and Ethical Dilemmas: The Way Forward

The Candour and Dilemma Playbook first informs which postponed conversation a new leader holds next and how it opens. Its owner uses it before feedback meetings, coaching sessions and escalation choices. After its first use, the values hierarchy deserves revisiting, because real dilemmas often reveal which principle actually prevailed.