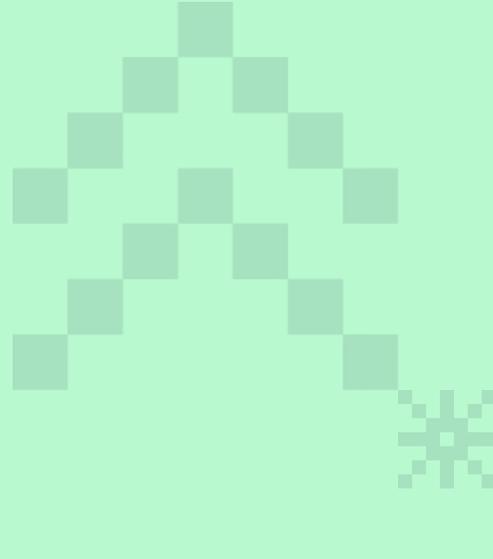




MUCH *Clearer*

Navigating Difficult Conversations

A one-day training transforming teams' abilities to handle tension, politics and uncertainty when the stakes are high and momentum really matters.



People rarely seek out or enjoy having
difficult conversations...

*However, you cannot lead well if
you cannot or will not have them*

Teams you trust, trust us.

Google


CHANEL


pwc



 NOVARTIS

Capgemini 

BRITISH AIRWAYS 

L'ORÉAL

 IFS



 LOGEX
HEALTHCARE ANALYTICS

terrapay

 Knight
Frank






Pinpoint



Difficult conversations a barrier to progress?

This one-day experience is designed for leaders and teams in complex, high-stakes organisations — where conversations are either too safe or too dangerous and it's undermining progress on important issues.

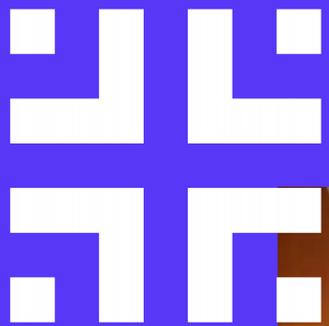
If people on your team are:

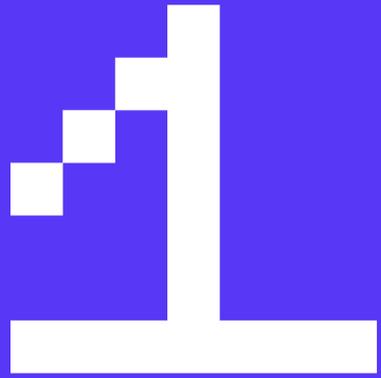
- ✓ Spending time and energy navigating sensitivities instead of moving work forward
- ✓ Managing tension indirectly instead of addressing it clearly
- ✓ Seeing unresolved issues resurface again and again
- ✓ Watching small side issues turn into hidden problems
- ✓ Struggling to say what needs to be said without damaging trust

Then this is for you.

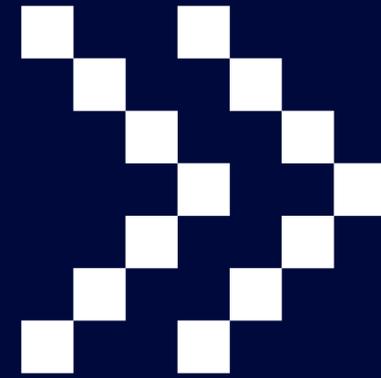
The day goes far beyond developing confidence and empathy, or simply 'the theory of conflict resolution'. This is a practical, consultant-led day engaging with live challenges in real time.

We show leaders how to name issues with care, hold boundaries early, build trust sincerely and deal with tension cleanly, so problems get resolved and progress is restored.





Day



Big Shift

In just one day, your team will learn the same tools used by the world's top companies to create alignment, make decisions and deliver progress faster than you thought possible.

MUCH *Clearer.com*

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"I've never seen our team get so aligned so quickly. We left the room with clear priorities, decisions made, and real momentum."

SENIOR LEADER | GLOBAL LUXURY BRAND

"It was the first time I didn't leave a session thinking, 'This could've been an email.'"

BUSINESS ANALYST | NATIONAL TELCO

"People actually wanted to be in the room. It felt like progress, not politics."

TEAM LEAD | GLOBAL MANUFACTURING FIRM

"These tools helped me align our senior stakeholders by lunch. That never happens in our world."

DIGITAL PROGRAMME DIRECTOR | FINANCIAL SERVICES



"It was a total mindset shift. We moved from vague ideas and back and forth to focused progress, all in one day."

HEAD OF BUSINESS ANALYTICS | TELECOMMUNICATION COMPANY

"We walked in with messy priorities and left with a clear plan, aligned team, and real progress."

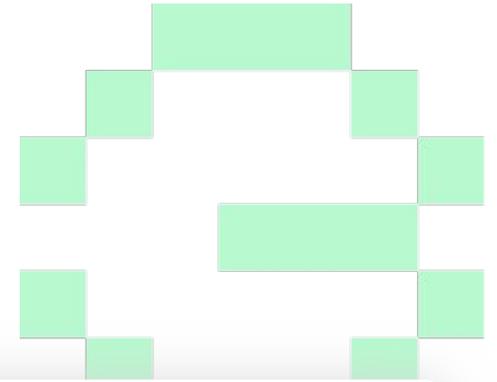
TRANSFORMATION LEAD | FINANCIAL SERVICES

"It's not just better than a meeting, it's what meetings are supposed to be — clear, productive, focused on progress."

HEAD OF TRANSFORMATION | FTSE 100 COMPANY

How it works

Smart effort wrapped around a 1-day intensive



1

Scoping & Pre-work

Together with sponsors we prioritise the patterns and problems that we want to bring into the day to make the subject matter meaningful.

All participants are sent a short 10-minute pre-work task to complete.

2

1 day Intensive

Your team comes together in-person for a full facilitated day.



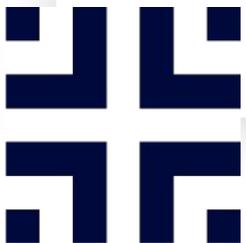
Using experiential learning and real life scenarios, we teach capabilities that are role-neutral and universally useful, not specific to career-stage. These are the skills that drive ongoing value as opposed to temporary title.

3

Follow-up & Resources

You'll receive a suite of bespoke video and recommended action to sustain momentum in the right direction.

We also complete a success report with a short task to completed 4-6 weeks after the training.



During

Your team will learn how to:

- Identify the six barriers to navigating difficult conversations well
- Spot when conversations are overly safe, polite, aggressive or evasive
- Leverage what distinguishes unhelpful conflict from productive tension
- Name issues clearly, without unnecessarily turning up the temperature
- Create safety by planning for tension before it arrives in the room
- Use a range of language patterns in the heat of the moment in order to restore professional grounding
- Resolve tension cleanly so trust can build and work can move forward with momentum

After

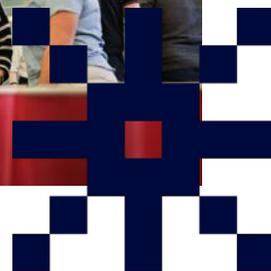
Take home step by step guide:

1. 6 Barriers
2. 3 Enablers
3. 5 Practices
4. 7 Language-patterns
5. Additional Resources



Consultant-led training events that feel like experiences

We're told that clients invite us back because our one-day intensives go beyond an expected 'classroom training'. Interactive design, focused on real business problems, these days become an investment in both skills and shared memories.



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hp

Capgemini

Logistics

CHANEL

Knights Frank

LOGEX

NHS

Pinpoint

L'ORÉAL



Sean Sankey

Sean is the Founding Partner at MuchClearer having created the company in 2011, delivering consulting, training and high-stakes facilitation to top teams on transformation, sales, strategy and conflict resolution.

He draws on deep experience in leadership roles across across technology, creative and government enterprises, and leverages 20 years of battle-tested tools, templates, stories and scars!

Sean works across Europe and the US, supporting leaders at organisations like HP, Capgemini, the NHS and Knight Frank carry out legacy-building work that delivers results and forges relationships.

MUCHClearer



Sarah McKenna

Sarah is an experienced C-suite leader, non-executive director, and investor with deep expertise in digital transformation, product strategy, and innovation.

She is a partner at MuchClearer and leads Wayv Hello, a global, award-winning product and innovation firm that helps teams cut through complexity, solve tough problems and bring digital transformation to life.

Sarah and her colleagues are best known for delivering real, tangible category-leading outcomes, helping companies like American Express, Chanel, IFS, British Airways, Audi, and L'Oréal overcome enterprise barriers and do their best work.

WAYVHello

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Format, Pricing & Delivery

Format	In-person (our preferred) or virtual
Duration	1-day Team Session
Participants	No more than 15 people
Price	£10,450* Includes digital tools, templates, facilitator guides and takeaway resources

Interested in booking 'Difficult Conversations' for your team?
Or want to find out more about our other 1-day trainings?
Let's talk.

sean@muchclearer.com

*excludes venue, travel expenses and VAT.

Google



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HEALTHCARE ANALYTICS



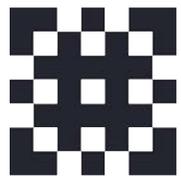
NHS



Capgemini



We've identified five capabilities separating high performance teams from everyone else:



Collaboration



Alignment



**Difficult
Conversations**



**Decision
Making**



Innovation

High performance is a team sport.

We train yours to win