IPI Academy

MANAGEMENT forum



Presented by
Management Forum

Difficult Conversations and Influence in Regulated Environments

26 April 27
+ 18 October 27

This course will help participants learn to communicate and influence more effectively within the pharma and biopharma industries.

Format:
Live online

CPD:
6 hours for your records

Certificate of completion

Course overview

"What really matters for success, character, happiness and life long achievements is a definite set of emotional skills – your EQ – not just purely cognitive abilities that are measured by IQ tests." – Daniel Goleman

Technical knowledge is essential in the pharmaceutical and biopharma industry, but it is rarely what makes difficult conversations go well.

Professionals regularly face challenging discussions: raising risks under time pressure, influencing senior stakeholders without authority, managing cross-functional conflict, or pushing back when quality or compliance is at stake. How these conversations are handled can directly affect inspection outcomes, timelines, and professional credibility.

This one-day course focuses on handling difficult conversations and influencing effectively in regulated, high-pressure environments. It provides practical tools to help participants stay calm under pressure, communicate clearly, understand others' perspectives, and steer conversations towards productive outcomes.

The course is highly interactive and built around realistic pharmaceutical and biopharmaceutical scenarios, including inspection pressure, cross-functional tension and high-stakes decision-making. Participants will work with practical structures and approaches that can be used immediately in their own workplace conversations.

Benefits of attending

By the end of this course, you will be able to:

- **Handle** difficult conversations more confidently and constructively in regulated environments
- **Influence** colleagues and stakeholders without relying on authority
- **Communicate** clearly under pressure without becoming defensive or confrontational
- **Recognise** emotional triggers and manage reactions in high-stakes situations
- **Navigate** cross-functional conflict more effectively
- **Protect** quality, compliance and professional credibility through better conversations

Who should attend

This course is designed for professionals working in the pharmaceutical, biopharmaceutical and wider life sciences industries who regularly:

- Influence without formal authority
- Work cross-functionally across Clinical, Quality, Regulatory or Operations
- Raise concerns related to risk, compliance or timelines
- Engage in high-pressure or sensitive conversations

Presenter



Laura Brown

Dr Laura Brown is a Management Consultant and Psychologist specialising in highly regulated industries, particularly the pharmaceutical, biotechnology, and legal sectors. She has consulted with numerous organisations including Cranfield School of Management, many of the top 25 global Pharma/Biotechnology companies, and several leading legal firms.

For 15 years, Laura served as Course Director for the MSc in Regulatory Affairs, where she led programme development and supported the advancement of regulatory professionals internationally.

Besides holding a PhD and an MBA, Laura also has a degree in Psychology. She is the co-author of several management books, including Developing the Individual.

Course dates

26 April 27	**Live online** 09:30-17:00 **UK (London)** (UTC+01) *Course code 17116*	GBP **499** ~~599~~ EUR **699** ~~839~~ USD **803** ~~959~~ **Until 01 Mar**
18 October 27	**Live online** 09:30-17:00 **UK (London)** (UTC+01) *Course code 17423*	GBP **499** ~~599~~ EUR **699** ~~839~~ USD **803** ~~959~~ **Until 23 Aug**

How to book

Online:
ipi.academy/2196

Alternatively contact us to book, or if you have any queries:

Email:
info@ipiacademy.com

Phone:
+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Reviews

★★★★★

I really enjoyed the course [and] accomplished all my goals. I did wonder how it'll work as an on-line course. I can say I was not disappointed. Speaker was clear, concise, constructive and very engaging.

Afi Sinclair
Regulatory Affairs Consultant
SincasPharma Ltd
Jun 30 2025

★★★★☆

Very good, I liked the webinar very much. The speaker was very motivated to guide us through this big topic of EI. She was very-well prepared, the slides were easy to understand and she had a lot of exercises so the seminar was not boring at all. The only tiny room for improvement (that's why I rated 4 instead of 5) was the speed which seemed quite fast.. I would have [liked] a second every now and then to reflect on potential questions. However I would recommend to get more confidence in dealing with difficult situations.

Marie-Christine Klös
Senior Specialist Pharmacovigilance
Boehringer Ingelheim Vetmedica GmbH
Jun 30 2025

★★★★★

Loved the content, presentation, and speaker. Great course that I would recommend to colleagues, particularly in leadership positions.

Arielle Bibeault
Medical Science Liaison
Genmab AS
Oct 14 2024

★★★★★

It was a very interesting, lively and educational course which gave me lots of food for thought not only in the context of my professional life but also of my personal life. It helped me also better understand my own manager(s).

Evridiki Christaki
Legal Expert
Eurocontrol
Oct 8 2018

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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