



Navigating Difficult Conversations

Deliver Your Message with Poise, Empathy, and Resolve



Self-Guided Learning Program

Overview



Introduction

Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. They can also impair and even destroy relationships. When handled poorly, they are likely to result in serious problems that interfere with productivity and leave everyone involved feeling frustrated and dissatisfied.

You can't avoid these kinds of conversations, but you can learn how to handle them more effectively. Developing the ability to handle these challenges will pay off in terms of reduced stress, increased confidence, improved relationships, increased trust, fewer problems, better teamwork, higher productivity, and better career opportunities.



Test Your Knowledge

Read the scenario and question, then click on the answer.

Lauren is behind in her work and tasks are piling up. Robert needs to tell Lauren that she must additionally take on the work of a colleague while they are away on vacation and all tasks must remain on schedule. Which is a question Robert should consider to prepare for this conversation?

A. How can I keep Lauren from feeling angry?

B. How can I convince Lauren to feel okay about taking on additional responsibilities?

C. What are the facts? What assumptions am I making?

