

## ULearnIT Featured Resource

### Navigating Challenging Situations with Diplomacy and Tact

Communicating with diplomacy and tact in an unpleasant situation can inspire confidence. In this course, you'll learn to navigate difficult conversations and situations, communicate difficult messages effectively, write tactful emails, and handle angry and manipulative coworkers.

*30 minutes*

**ULearnIT ID** (click the link below to access this resource in ULearnIT)  
[acm 16 a02 bs enus](#)



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Log in to ULearnIT at <http://ULearnIT.skillport.com>

User Name = **Employee ID Number**

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**Human Resources**

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