

## ULearnIT Featured Resource

### Acting with Diplomacy and Tact

People who communicate with diplomacy and tact are able to inspire confidence. Communicating a difficult message can be very challenging, so preparation is key to a successful outcome.

In this course, you'll learn about developing a diplomatic approach to difficult conversations. You'll learn how to avoid meltdowns, apologize, develop empathy, and remove personal biases.

36 minutes

### [Link to the Featured Resource](#)

Click the link, log into ULearnIT, and you will go directly to the featured resource.



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