

ULearnIT Featured Resource

How to Manage Difficult Conversations

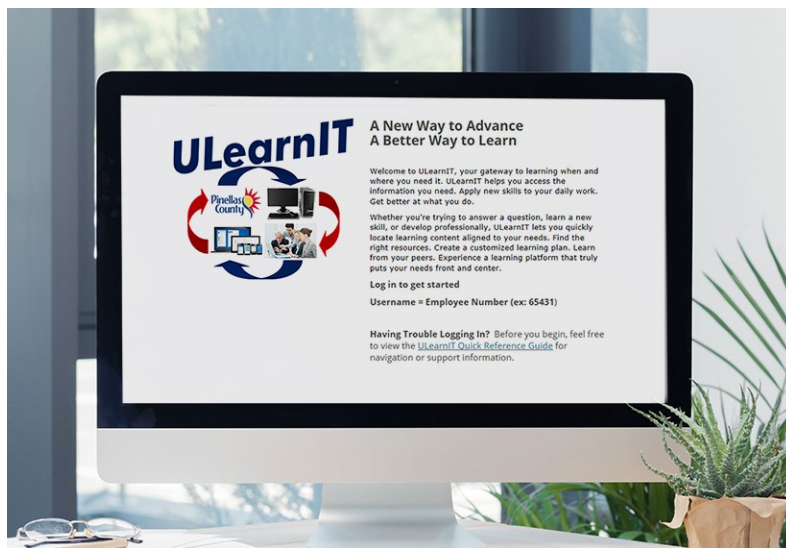
For managers, difficult conversations can be immensely stressful. Handled the wrong way, this kind of conversation can also damage your work relationships and leave you feeling unsure of your abilities. However, with the right preparation and mindset, you can make sure that you communicate difficult news with tact and diplomacy.

In this course, you'll learn some basic guidelines about when and where to initiate difficult conversations, and useful steps for managing the associated stress. You'll learn how to prepare for a difficult conversation using a four-step process, so that you're confident and can make the conversation as constructive and diplomatic as possible. Finally, you'll learn how to demonstrate that you have the right mind-set when communicating bad news to an employee.

29 minutes

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