



Navigating Difficult Conversations

Deliver Your Message with Poise, Empathy, and Resolve

Course objectives

Successful completion of this course will increase your ability to:

- ✓ **Understand the nature of difficult conversations and what it takes to handle them.**
- ✓ **Identify the seven stages of handling difficult conversations.**
- ✓ **Use empathy in a way that minimizes negative responses and strengthens relationships.**
- ✓ **Apply best practices for preparing, initiating, and delivering the conversation.**
- ✓ **Discover how to generate solutions and bring the conversation to a close.**