

DIFFICULT CONVERSATIONS

WHY LEARN ABOUT DIFFICULT CONVERSATIONS?

Difficult conversations don't need to result in difficult situations. Communicating well and knowing how to listen effectively are both key aspects of helping to ensure a positive outcome from a difficult conversation.

KEY TERMS

Listening: to pay attention to someone or something in order to hear what is being said.

Feedback: the process of giving constructive information or advice to colleagues based on performance, behaviour, or skills in the workplace.

Empathy: the ability to understand and share the feelings of another.

Emotional Intelligence: the ability to understand and manage your own emotions, and those of the people around you.

GET STARTED

Article: How to Handle Difficult Conversations at Work (5 mins): a good guide with useful pointers from [Harvard Business Review](#).

Video: Five skills for improved Listening (4 mins):

[Assess your own listening skills](#) by looking at what you're already good at, and what could use some improvement.

Video: How to receive feedback well (4 mins): Start by understanding and reflecting on [how you handle receiving feedback](#).

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GET STARTED (cont.)

Course: Having Difficult Conversations (1 Hr 7 Mins): Identify underlying differences in work styles, goals, and power dynamics and [change the way you view conflict](#). Learn about a model to move the conversation to a positive direction and to determine next steps.

Course: Communicating with Empathy (47 Mins): When empathetic communication is encouraged at work, individuals feel more comfortable speaking openly, they feel like they matter, and they feel safe. That's why [empathy at work](#) is crucial.

Video: How to Effectively Deliver Criticism (14 Mins): This video contains tips and tricks to conduct meetings, communicate the problem, and [leave a conversation with a productive outcome](#).



DIG DEEPER

This deep dive into [Giving and Receiving Feedback \(48 mins\)](#) explains how to give effective feedback, ask for feedback, and use the responses you receive as a tool to improve personal performance.

Listening is a critical competency and an underrated skill, whether you are interviewing for a new job or leading a team. This course on [Effective Listening \(1 Hr 4 Mins\)](#) will help you build skills fast.

Learn how to [Develop your Emotional Intelligence \(1 Hour\)](#) to build strong and collaborative work relationships.



FOLLOW-ON ACTIVITIES

Why not **ask for feedback** yourself from 2-3 colleagues to hear how feedback is delivered and how you handle feedback?

Practice, practice, practice! Pair up with a colleague and [role-play a tricky conversation](#). Ask for feedback and use it!

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