

American Management Association's How to Manage Difficult Conversations

Learning Objectives

- Explain and Manage the Emotional Response in Ourselves and Others
- Utilize Communication Best Practices to Navigate Challenging Conversations Toward a Desirable Outcome

A Closer Look at Difficult Conversations

- Explain the Characteristics of a Difficult Conversation
- Discuss the Emotional Response to Difficult Conversations
- Identify Your Response Style and Specific Triggers

Managing the Conversation

- Navigate a Difficult Conversation Using Strategies that Minimize Defensiveness and Achieve a Desirable Outcome

When Emotions Threaten to Derail the Conversation

- Address Fight-or-Flight Responses in Yourself and Others When They Threaten to Derail a Conversation