



# DIFFICULT CONVERSATIONS TOOLKIT

'The point is this: difficult conversations are almost never about getting the facts right. They are about conflicting perceptions, interpretations, and values'

Douglas Stone, *Difficult Conversations: How to Discuss What Matters Most*

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## A GUIDE TO MANAGING WORKPLACE CONFLICT

This infographic provides you with an overview of everything you need to know about conflict in the workplace and how to manage it.

(8 mins)



## HANDLING DIFFICULT CONVERSATIONS

These top tips provide practical advice and useful phrases you can use to handle tricky or uncomfortable conversations.

(6 mins)



## THE DOS AND DON'TS OF DIFFICULT CONVERSATIONS

Although they may be daunting difficult conversations are part and parcel of any manager job. Here are key dos and don'ts for tackling tricky conversations.

(6 mins)



## PLANNING TO HAVE A DIFFICULT CONVERSATION

This template will help you develop a framework for approaching challenging conversations with your team members.

(20 mins)



## DIFFICULT CONVERSATIONS: COMMON MISTAKES

These top tips provide practical advice and useful phrases you can use to handle tricky or uncomfortable conversations.

(7 mins)



## DIFFICULT CONVERSATIONS 101

Most people hate difficult conversations but avoiding having them is rarely the best option. In this e-learning module you can reflect on why they are necessary, pick up some tips for effective outcomes and practice some virtual challenges.

(1 hour)

