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)