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#### **Handling Difficult Conversations**

By Their Very Nature, Difficult Conversations Are Stressful For Both Parties, And Often Elicit Highly Complex Emotions. It Can Be Difficult To Keep An Objective View Of The Situation, But In An Emotionally Charged Atmosphere, Setting An Example Of Calm Assertiveness Will Help To Temper The Reactions Of The Other Party. 2th, 2024

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As A Manager, It Is Likely That You Will Need To Have A Difficult Conversation From Time To Time - This Is Normal. For Example, You May Find It Difficult To Have A Conversation About: • Poor Employee Performance Or Behaviour • Complaints And Grievances • Giving Bad News, Such As 3th, 2024

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