

Difficult Conversations Resources



NHS Contribution Framework 2.0: Challenging Conversations

The purpose of this toolkit is to gain clarity on what is meant by Challenging Conversations. It will help you to explore the situations and issues you face with having these Challenging Conversations. It will provide you with the tools and techniques to improve your skills and confidence. To view this, [click here](#)



ACAS - Challenging Conversations and how to Manage Them

This comprehensive guide from ACAS will outline the key to mastering one-to-one interactions at work - particularly around performance, conduct, or communication issues. To view this, [click here](#)

CMI (Chartered Management Institute) - Handling Difficult Conversations

From time to time all Managers will face conversations which they anticipate will be difficult and which they may feel ill-equipped to handle. This handy guidance, tips and best practices fact sheet can provide you with the best information and skills to help prepare you. To view this, [click here](#)



NHS - London Leadership Academy: Difficult Conversation Planner

This Difficult Conversation planner can help you to formulate your objectives for the conversation. You can document your outcomes in the planner, and then use the planner to anticipate and plan. To view this, [click here](#)

Judy Ringer: A Step-by-Step Checklist for Difficult Conversations

Judy Ringer presents a synopsis of best practice strategies: a checklist of action items to think about before going into the conversation; some useful concepts to practice during the conversation; and some tips and suggestions to help you stay focused and flowing in general. To view this, [click here](#)



Robert Half: What Every Manager Needs to Know about Difficult Conversations

This quick guide outlines the do's and don'ts for every Manager encountering a difficult conversation. It also points out the different types of Difficult Conversations in the workplace. To view this, [click here](#)

Recommended Reading: Harvard Business Review

How to Have Difficult Conversations Virtually

Having difficult conversations is hard to do successfully under the best of circumstances. When you must have that conversation virtually, a little extra preparation can go a long way. To view this, [click here](#)

Just Had a Difficult Conversation at Work? Here's What to Do Next

After a difficult conversation, we often want to put the situation behind us and move on. But it's important to follow up with your colleagues afterward and acknowledge that the conversation happened. To view this, [click here](#)

In a Difficult Conversation, Listen More Than You Talk

Oftentimes, coworkers have communication breakdowns, with both sides of an argument leaving the meeting feeling frustrated. To improve difficult conversations, try these three things. To view this, [click here](#)

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Recommended viewing and listening



HBR: Mental Health in the Office: Difficult Conversations Podcast

How should you approach difficult conversations about mental health with your colleagues and boss? To listen to this, [click here](#)

Dear HBR Podcast: HBR answers your questions with the help of HBS professor Leslie John.

Are you dreading a work discussion? In this episode of HBR's advice podcast, Dear HBR:, cohosts Alison Beard and Dan McGinn answer your questions with the help of Leslie John, a professor at Harvard Business School. To listen to this, [click here](#)

HBR Podcast: 4 Types of Conflict and How to Manage Them

Amy Gallo, author of the "HBR Guide to Managing Conflict at Work," explains the options. To listen to this, [click here](#)

Having Difficult Conversations As A Manager With Reggie Shropshire

All managers and business owners will have difficult conversations at work at one time or another. Peter Bookah is joined by fellow coach, Reggie Shropshire, to discuss his best practices and advice for how to best handle these situations. To watch this, [click here](#)

Tips for Having Difficult Conversations with Employees

The ability to have difficult conversations, and to make those conversations both effective and productive, is an essential skill for any good manager. To watch this, [click here](#)

4 Step Difficult Conversations Process

Difficult conversations don't have to be so difficult. In this video, Executive Coach Myron shows you: A simple 4 Step Process to plan and conduct difficult conversations with direct reports, peers and/or your boss To watch this, [click here](#)

The Good Manager - Difficult Conversations

A role play situational video showing how to bring out better outcomes and solutions for everyone involved . To watch this, [click here](#)

HBR - The Elements of Uncomfortable Work Conversations

A video explaining certain elements to consider when having uncomfortable work conversations. To watch this, [click here](#)

Top 5 - Difficult Conversation Mistakes

Research suggests that managers spend up to a third of their time having difficult conversations with employees – but they're regularly cited as one of the things they dislike the most about their job. To watch this, [click here](#)