Goskills

How to Tactfully Facilitate Difficult Conversations

GoSkills online course syllabus

Skill level
Beginner

Lessons
7

Pre-requisites
No prior experience needed

Video duration
19m

Estimated study time
19m 8s

Instructor
Sweta Chawla

Introduction

1 Difficult conversations are hard

Whether you're the one that needs to speak up or have to facilitate a tough topic amongst colleagues, everyone has topics and situations that we dread talking about.

Understanding Tough Conversations

2 Disagreement is not a bad thing

People often think the reason conversations are difficult is because there's a disagreement, but that's not always the problem.

3 Curiosity over conclusions

One of the most common reasons conversations turn into arguments is because people focus on what is being said, rather than the behavior of the participants.

4 Dealing with heightened emotions

Difficult conversations can be hard because they sometimes can activate intense emotions.

5 Motivation matters

When facing difficult conversations, it's easy to lose sight of your original goals.

6 The third option

When having a difficult conversation it can feel like there are only two outcomes: winning and losing.

Conclusion

7 Converse with confidence

Congratulations on finishing this course!

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