

TOPIC: DIFFICULT CONVERSATIONS

Potential Signs of Difficult Conversations

- Feeling nervous, restless, anxious or on edge when thinking about the person or situation

Impact on Your Work

- Procrastination and avoidance
- Strained working relationships

Three Ways to Help Yourself

1. Know your goals and purpose before your talk
2. Think it through -- refine and rehearse your message
3. Decide to not lose your cool



Resources

- Caterpillar EAP: <https://totalhealth.cat.com/en/eap.html>

The most important conversations can be the most difficult to engage in.