



## Difficult Conversations (HBR 20-Minute Manager Series)

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You have to talk with a colleague about a fraught situation, but you're worried that they'll yell, or blame you, or shut down. You fear your emotions could block you from a resolution. But you can communicate in a way that's constructive—not combative. *Difficult Conversations* walks you through:

- Uncovering the root cause of friction
- Maintaining a positive mind-set
- Untangling the problem together
- Agreeing on a way forward

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