

## Learning Kit: Having Challenging Conversations

The law of Crucial Conversations states that “Anytime you find yourself stuck, there are crucial conversations that you’re not holding or not holding well.” Often times, we avoid challenging conversations or we approach them in a way that does not encourage dialogue from all of the parties involved. As leaders and employees in the RIT community, we are committing to attempting challenging conversations when the need arises. The following resources highlight strategies for holding challenging conversations in order to find progress and/or resolution.

To learn more about having challenging conversations, check-out these resources.



### Crucial Conversations (getAbstract Summary)

LinkedIn Learning – 00:14 hrs



### Communicating Through Disagreement

LinkedIn Learning - 00:41 hrs



### Having Difficult Conversations

LinkedIn Learning – 1:07 hrs



### Communication Foundations

LinkedIn Learning – 1:24 hrs



### Communication within Teams

LinkedIn Learning – 0:44 hrs