

Succeed at Difficult Conversations Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It was designed for all employees who wish to develop or improve the skills needed to successfully manage difficult conversations. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.

Do We Have a Failure to Communicate?

.4 Hours

Communicating effectively can be challenging when the message is difficult. Because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to avoid one another or shut down, preventing what could be a productive exchange at many levels. In this course, you'll examine some common communication challenges and how you can successfully navigate them.

Navigating the Workplace with Emotional Intelligence

.4 Hours

Emotional intelligence in the workplace is everyone's responsibility. In this course, you'll learn about the role of emotional intelligence in workplace activities, conflict and stress management, influence and engagement, and teamwork.

Difficult People: Why They Act That Way and How to Deal with Them

.5 Hours

Anything taken to an extreme can be a liability, and this is true of human behavior. Certain situations trigger extreme behaviors that might be moderated otherwise. All sorts of situational and personal circumstances can make a somewhat difficult person into an extremely difficult person in no time. In this course, you'll learn how to recognize characteristics of difficult people and respond effectively by understanding their motivations and underpinning their behavior.

Difficult People: Can't Change Them, So Change Yourself

.5 Hours

Dealing with difficult people requires that you first learn how to manage yourself with them. When you know what triggers you and how you typically react, you can build skills to help make your interactions with others more productive. This is emotional intelligence, and if you build this skill, you will be able to deal more effectively with many difficulties in life (including other people)!

Difficult People: Strategies to Keep Everyone Working Together

.5 Hours

While it's best to get personally fit for dealing with difficult people – that is, managing your own emotions and using self-management techniques, there are interpersonal strategies and skills you need when you engage and work with a difficult person. By learning how to focus on goals, give feedback, and manage conflict, you can work with difficult people more effectively.

The Many Approaches to Facing Workplace Conflict

.6 Hours

When facing conflict at work, you need to adapt to the situation. In this course, you'll learn about conflict styles, when to use them, and when to adapt your style. You'll also learn how to handle conflict with difficult individuals.

Acting with Diplomacy and Tact

.6 Hours

People who communicate with diplomacy and tact can inspire confidence. In this course, you'll learn about developing diplomacy and tact, avoiding meltdowns and apologizing, developing empathy, and removing personal biases.

Navigating Challenging Situations with Diplomacy and Tact

.5 Hours

You'll likely face unpleasant situations or tasks at some point in your career. In this course, you'll learn to navigate difficult work relationships, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.

How Culture Impacts Communication

.5 Hours

Communication is always a challenge and when diverse cultures interact good communication can be even more challenging. In this course, you'll learn about the importance of achieving a proper mindset for cross-cultural communication. You'll explore aspects of cultures that affect how people communicate across cultural boundaries. You'll also learn considerations for speaking and writing in cross-cultural environments.

Polishing Your Feedback Skills

.6 Hours

Giving feedback is vital in the workplace. This course covers when and how to give feedback positively, how to handle bad reactions and your own nervousness, and how to give feedback to people at different organizational levels.

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) webpage. This certificate assisted you in developing the following competencies:



Communication and Interpersonal Relations



Critical Thinking and Problem Solving



Professionalism and Self-Management