

# Having Difficult Conversations

*by Essential Skills*

## Dig Deeper

Having difficult conversations with a customer, a colleague or your boss could look a little bit different. Explore the following resources to learn some practical strategies on how to navigate these obstacles at work.

[10 Ways to Handle Difficult Customers](#), Business News Daily

[4 types of difficult co-workers and how to deal with them without losing your mind](#) CNBC Make It

[How to Improve Communication With Your Boss](#), Inc.com



## THINK ABOUT IT

Think about the types of workplace communication we talked about before. When having a difficult conversation, what is the best tool or channel to use? How should you start the conversation?