

# Handling difficult conversations

At some stage in your working life you will encounter potentially confrontational situations, whether with colleagues, clients or customers. Tactical communication strategies, using positive voice, words and body language can diffuse them, helping to:

- Demonstrate your confidence
- Demonstrate your professionalism
- Transmit a message that you are 'here to help'
- Reduce misunderstandings
- Reduce aggression
- Promote early resolution
- Create a positive image of you and your company

Negative responses	Positive responses
<b>What's the problem?</b>	<b>How can I help?</b>
<b>What's wrong?</b>	<b>What can I do for you?</b>
<b>I don't know...</b>	<b>I'll find out</b>
<b>I won't be able to do that until...</b>	<b>I can do this when...</b>
<b>It doesn't happen like that</b>	<b>What will happen now is...</b>
<b>I'm afraid you'll have to fill in a form</b>	<b>As soon as you fill in the form...</b>
<b>Unfortunately, I'll have to call you back</b>	<b>I will get back to you on this at...</b>
<b>But...</b>	<b>However, So</b>

Why not try some of these out and note the different reactions you get.