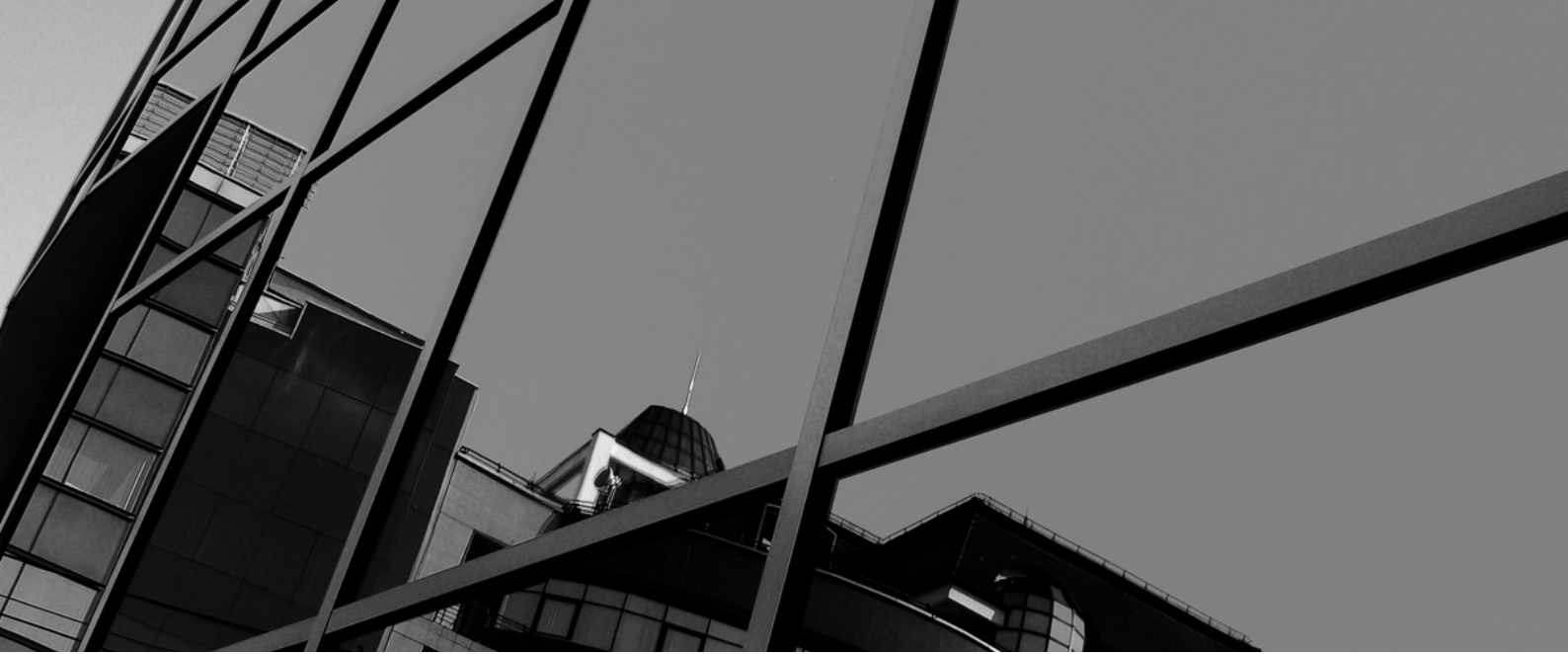




LEADERSHIP MICROLEARNING: HANDLING DIFFICULT CONVERSATIONS

Just-in-time performance support for high-risk people
management moments

WHY MICROLEARNING WAS THE RIGHT APPROACH

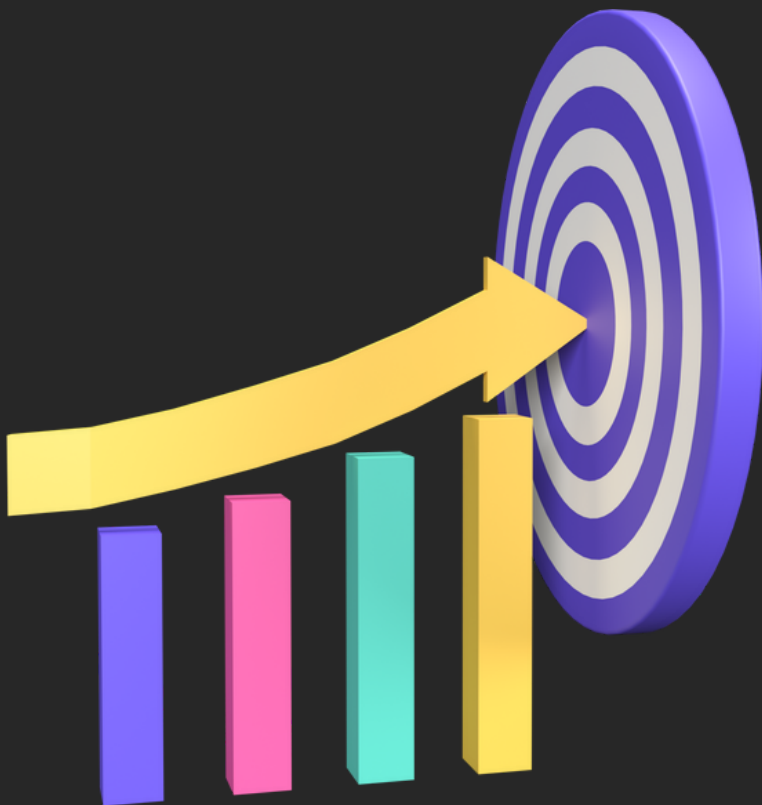
Difficult conversations don't happen in classrooms, they happen in real time.

Managers often need quick guidance before, during, or immediately after these interactions.

This microlearning solution was designed to provide targeted support at the moment of need, rather than requiring managers to complete long courses.



LEARNING OBJECTIVE



By the end of this microlearning experience, managers will be able to:

- Prepare for a difficult conversation
- Structure the discussion professionally
- Respond constructively to resistance or defensiveness

STEP 1: PREPARE BEFORE YOU SPEAK

Effective difficult conversations begin before the discussion itself.

Managers are guided to:

- Clarify the issue
- Separate facts from assumptions
- Define the desired outcome

Preparation reduces emotional reactions and increases clarity.



PAUSE & REFLECT

Before initiating the conversation, ask yourself:

- What specific behavior needs to change?
- What impact is this having on the team or business?
- What outcome am I aiming for?



STEP 2: STRUCTURE THE CONVERSATION



Managers are encouraged to:

- Describe the issue clearly
- Explain the impact without blame
- Invite the employee's perspective

This structure promotes accountability while preserving trust.

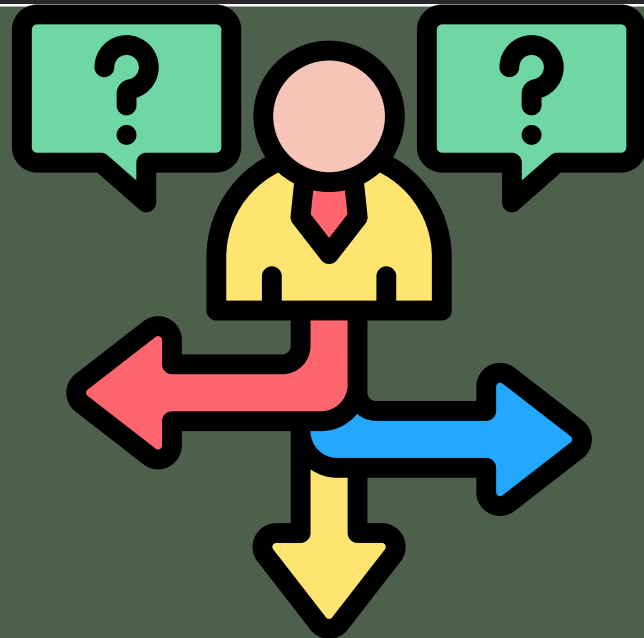
QUICK SCENARIO

An employee becomes defensive when feedback is given.

What should you focus on next?

Options (short bullets on screen):

- Restating expectations calmly
- Arguing your point
- Ending the conversation immediately



STEP 3: RESPOND TO RESISTANCE

Resistance often signals fear or misunderstanding.

Managers are guided to:

- Acknowledge emotions
- Refocus on expectations
- Agree on next steps

The goal is progress, not winning the conversation.



ACTION COMMITMENT

After the conversation, managers are prompted to:

- Document agreed actions
- Schedule a follow-up
- Reflect on what went well and what to improve

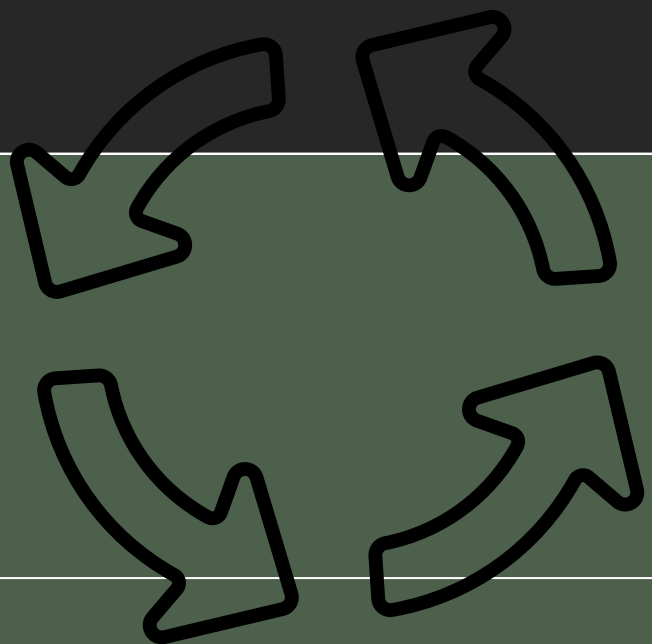


HOW THIS LEARNING IS REINFORCED

This microlearning experience is designed to be:

- Revisited before future conversations
- Paired with coaching discussions
- Supported by reflection job aids

Learning is reinforced through repeated use, not one-time completion.



WHAT THIS DIGITAL SAMPLE DEMONSTRATES

This sample demonstrates my ability to:

- Design microlearning for real workplace application
- Support leadership behavior change over time
- Integrate reflection, scenarios, and performance support
- Align digital learning with leadership development strategy

