

Video Demonstrations of Difficult Conversations

Click below to view videos showing difficult conversations on a range of topics and roles.
(May need to install Flash Player <http://get.adobe.com/flashplayer/>)

- ✓ [Tips for Having Difficult Conversations](#) (2 mins. 53 sec)
- ✓ [How to ask to have the Conversation](#) (2 mins 04 sec.)

Roles Shown

- ✓ [Underlying Cause of a performance issue](#) (16 mins) **Manager/Supervisor/Employee**
An employee is having trouble with her supervisor. She finds him overly critical of her work and yet doesn't set clear expectations. The supervisor is frustrated and questions her commitment to the job. Watch as their conversation goes badly, prompting the Supervisor to seek advice, which leads to a more collaborative discussion.
- ✓ [Disruptive faculty member](#) (8 mins. 56 sec.) **Chairperson/Faculty member**
A Department Chair has been approached separately by two junior faculty members who are complaining about the aggressive approach of a senior faculty member when critiquing their work.
- ✓ [Complaining to others](#) (6 mins. 48 sec.) **Supervisor/Employee**
Several students living in residence have complained that an employee regularly complains about the employee's supervisor. The students are uncomfortable with these conversations, but are more uncomfortable speaking directly to the employee to address their concerns.
- ✓ [Resistance to change](#) (7 mins. 56 sec.) **Supervisor/Employee**
Each time there is a new idea or a message delivered from "management" there is a critical, cynical, or sarcastic comment made by an employee during regular staff meetings. The supervisor is aware that These comments are affecting the mood of the group.
- ✓ [Addressing tension](#) (2 mins. 38 sec.) **Co-workers**
An employee has noticed a change in the interactions with her colleague. She wants to discuss her concerns in order to improve their relationship.

- ✓ [Intervening during a disagreement](#) (5 mins. 36 sec.) **Director/Employees**
 An employee has noticed a change in the interactions with her colleague. She wants to discuss her concerns in order to improve their relationship, but their conversation gets heated to the point that their Director intervenes.
- ✓ [Mediating after an argument](#) (13 mins. 01 sec.) **Chairperson/Faculty Members**
 While their Chair was away last week, two academic colleagues had an argument in an Admissions Committee meeting. The Chair has met separately with each of them and now brings them together to work out a way forward.
- ✓ [Supportive Conversation](#) (9 mins 36 sec.) **Supervisor/Employee**
 There has been a change in an employee's performance and behaviour over the past few months. The supervisor has concerns about her mental health.
- ✓ [Subtle behaviour issues](#) (5 mins 41 sec.) **Supervisor/Employee**
 An employee's tone of voice can be dismissive of others in the team and her body language sends the message that she thinks she is better than her teammates. While the behaviour is fairly subtle, the supervisor has witnessed it consistently and feels it is affecting, or will affect, the morale of the group.

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