Communication Under Pressure

Build a pause between pressure and reaction

A relatable example

A rushed deadline, difficult customer interaction, performance conversation, or unexpected criticism makes quick reactions seem more certain than they are.

Learning objectives to explore

- Notice a pressure cue without judging the person experiencing it.
- Separate the immediate issue from a reactive interpretation.
- Practice opening or repairing a conversation with clearer language.

Potential audiences

- Managers and supervisors
- Client- or customer-facing teams
- Staff handling tense interpersonal conversations

Illustrative practice

One realistic communication rehearsal and a response prompt for the next difficult moment.

Planning and boundaries

RN will confirm the final session outline, delivery format, size, timing, fees, accessibility requirements, and materials before an engagement is agreed. This summary is educational, not a guarantee of organizational results.

Discuss this workshop with RN | Recommend RN at work