



Reflection on hard conversation

A while ago, I experienced a hard conversation at my fast food job with a coworker, whose name is Mica, who often made sarcastic or rude comments whenever someone made a small mistake; as a result whole team felt uncomfortable, and we all avoided addressing it. Looking back, I realise that at the time I didn't really know how to handle situations like this, and I hesitated for many reasons—I didn't want conflict, I was scared of how Mica might react, because he had more experience than me. After learning from Abrams (2016), I now understand that these feelings are extremely common because people usually avoid hard conversations due to fear, emotional discomfort, and not wanting to damage relationships. When Mica embarrassed a newer employee in front of customers one day, I finally reached a point where staying silent felt worse than speaking up, so I asked Mica if we could talk privately. I remember feeling my heart race and my voice shake because I didn't know any formal communication strategies back then. I simply tried my best by staying calm and explaining how their comments made people feel, and when Mica said they were “just joking,” I listened and tried to explain the impact without blaming them. Even though I was nervous, the conversation ended better than I expected, and Mica also admitted they didn't realise how their words came across. Now that I have read Module 8 and the chapter by Abrams, I can clearly see how differently I would approach that situation today. The module taught me about using clear “I” statements, preparing my message before the conversation, and staying grounded so I don't let anxiety take over (Sheridan College, 2025). I also learned how important active listening is, and how acknowledging the other person's perspective helps lower defensiveness, which is something Abrams (2016) strongly emphasises. Comparing my past reaction to my current knowledge, I now realise that at that time, I generally acted based on my impulses, but today I would possess the tools to handle such a situation with more confidence, clarity, and care. It also helps me to reflect on what some of my strengths are, such as my courage and empathy, while it underlines further how much more I have grown because, should a similar situation arise today, I would be better prepared and more confident in having an honest and respectful conversation.

Reference(s) - APA 7th Edition

Abrams, J. (2016). *Having hard conversations* (Chapter 2).

Sheridan College. (2025). *Module 8: Hard conversations* COMM 24049