



RESOURCES - Other Conduct of Concern (OCC)

Office of Human Resources

CSU LEARN - PROFESSIONAL DEVELOPMENT

Foundations for Difficult Conversations

- [Handling Difficult Conversations with Grace](#)
- [Difficult Conversations](#)
 - [Making Difficult Conversations Meaningful](#)
 - [How to Manage Difficult Conversations](#)

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Manager-Focused Communication Skills

- [Managing Emotions During Crucial Conversations](#)
- [Managing Team Conflict](#)
 - [Managing Conflict on Your Team](#)
 - [Leadercamp on-demand: Managing Conflict Series on Active Listening](#)
 - [Handling Team Conflict](#)
 - [Managing Conflict](#)
 - [Addressing Conflict in Your Team](#)
 - [Leadercamp: Effective Conflict Management-Realizing Better Outcomes by Seeing Conflict as an Opportunity](#)
- [Working with Difficult People: Handling Types of Problem People Without Losing Your Mind](#)

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Crucial Conversations & Accountability

- [Crucial Conversations](#)
- [Crucial Accountability](#)
- [Managing Emotions During Crucial Conversations](#)

LINKEDIN LEARNING - PROFESSIONAL DEVELOPMENT

Foundations for Difficult Conversations

- [The Manager's Guide to Difficult Conversations](#)
- [Quick Scripts for Difficult Conversations](#)
- [Difficult Situations: Solutions for Managers](#)
- [Unclear Expectations are Unacceptable](#)

ACCESS TO HR RESOURCES

Learning & Development

learn-dev@csus.edu

Employee & Labor Relations

elr@csus.edu

Benefits Office

benefits@csus.edu

[Employee Assistance Program \(EAP\)](#)

Academic Labor Relations

academiclr@csus.edu