The following is suggested email text for announcing the Difficult Interactions Café. Feel free to customize the invitation for your organization. For any bracketed text […], insert text appropriate to your organization and the Café you plan to offer.

**Difficult Interactions**

Subject: Harvard ManageMentor Difficult Interactions Café

Facing and resolving difficult interactions is challenging. Most of us would prefer to ignore them, but that’s not realistic. The ability to deal with difficult interactions is an important leadership skill. You need to know when and how to address conflict and how to coach your employees through the difficult interactions that they encounter.

To develop your conflict-resolution skills, join us for a Difficult Interactions Café session, a learning opportunity sponsored by [sponsor] and based on material from Harvard ManageMentor. The Café will be led by [facilitator name and job title]. This hour-long session is scheduled for [date, time, web conference information or location].The activities and discussions in this Café will help clarify how to determine which conflicts to resolve, how to constructively frame a problem, and how to facilitate a resolution between employees.

Before attending the Café, please complete the following six lessons and the assessment within the Harvard ManageMentor Difficult Interactions topic [LINK to Harvard ManageMentor Difficult Interactions topic]:

* Understand Difficult Interactions
* Decide Whether to Address Conflict
* Address Emotions
* Assess the Facts
* Solve the Problem
* Manage Conflict Between Employees

Also, before the café, please identify a colleague, employee, or customer with whom you’ve had difficult interactions so you can apply the activities to your situation.

Please feel free to contact [sponsor] if you have any questions about the Café session.

Thank you. We hope to see you on [DATE], [NAME OF PERSON OR GROUP SENDING THE EMAIL].