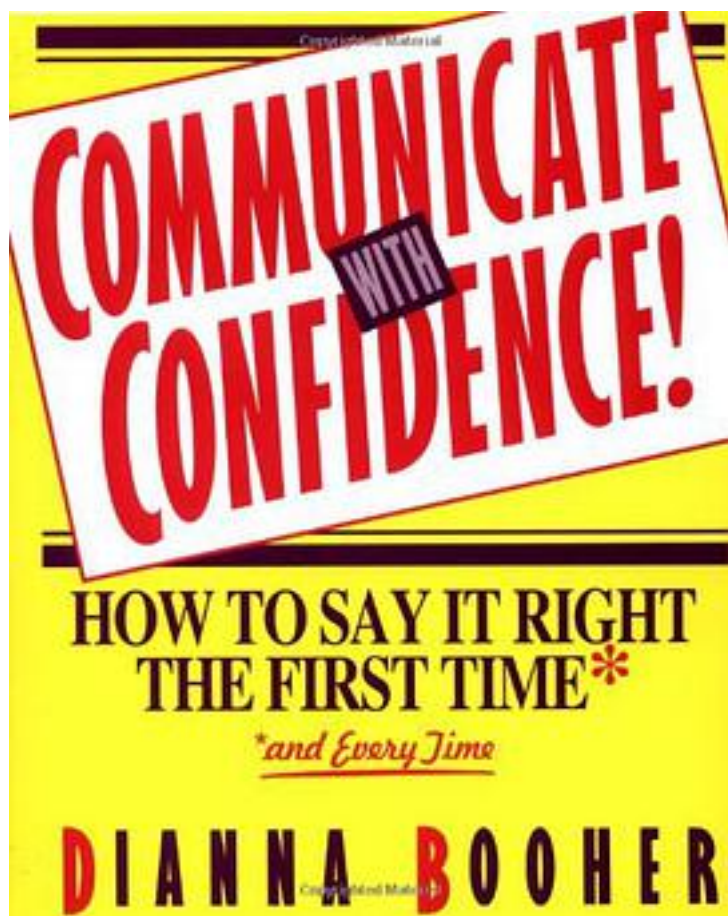


# Communicate with Confidence



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Nothing affects career success as dramatically as the ability to communicate effectively, dynamically, and confidently. And there is no one better at identifying the skills you need to become a master communicator than Dianna Booher - an internationally recognized communications expert whose seminars and workshops are

immensely popular with Fortune 500 companies, and whose best-selling instructional audiotapes and videotapes have reached an even wider audience. Now Dianna Booher has gathered her best techniques into this book that's designed to be read on the go by busy professionals. Each tip is conveniently numbered for fingertip access to your areas of interest. And each is based on real-life problems and concerns raised by participants in Booher's workshops. Want to learn how to hold your own in meetings? Turn directly to Part 4, where you'll find 22 specific tips, ranging from "humanizing" your approach to learning how to disagree without being disagreeable. Want to know how to give bad news without creating bad feelings? Go straight to Part 8, where you'll learn techniques for saying no in the most positive way and of making your points in a firm, fair, nonthreatening manner. You'll also learn how to answer questions so that people understand and remember what you say; win people over to your way of thinking; negotiate so that everyone feels like a winner; apologize sincerely without groveling; mediate conflicts without getting caught in the line of fire; give advice that someone can really use; establish a track record for truthfulness; take the sting out of criticism leveled at you, and give feedback to others without leaving them devastated; listen so that you really hear; minimize "cross talk" between the genders at home and in the workplace; build rapport across cultural lines; and much more! Written in a light and informal style that is both accessible and entertaining, this book will arm you with all the verbal communication skills you need to succ

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