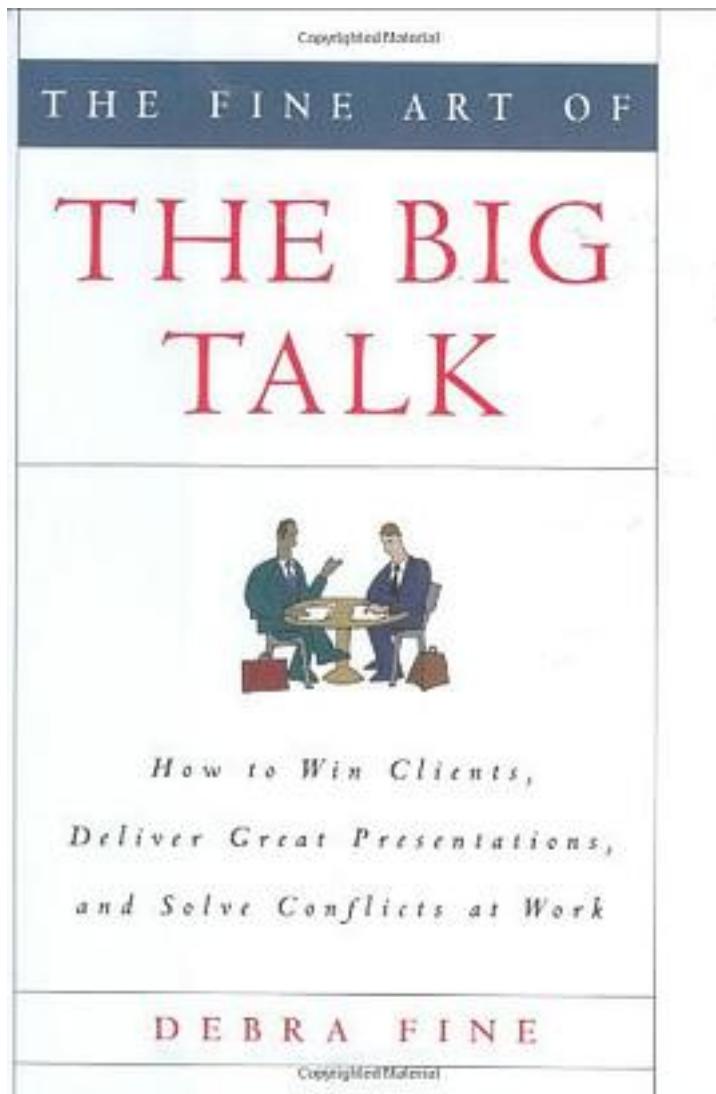


The Fine Art of the Big Talk



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著者:Debra Fine

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在线阅读本书

We all know what it's like to put off an important conversation at work--whether asking for a raise or promotion, or telling an employee that there's a problem with his or her performance. Now Debra Fine, conversation and communication guru, shows us how to come out on top of those dreaded office chats--and how to achieve what we want in each situation. Debra includes specific advice on exactly what to say, when to say it, and what body language to use to achieve the desired results. Learn how to: Become skilled at the art of quiet negotiation Determine your "sales" message Keep meetings on track and stick to an agenda Analyze what your body language conveys (often it's not what you think!) Overcome public-speaking fears Offer feedback to employees and bosses alike in a constructive, productive way Reduce conflict in the office and with customers and clients Fire someone or deny someone an expected promotion Inform that longtime supplier that his products haven't met with quality standards lately, and tell that major customer that her shipment is going to be late Master e-mail and voice messaging etiquette, and make a positive impression every time . . . and much more.

The Fine Art of The Big Talk is the perfect book for CEOs, managers, and principals, as well as staff and administration, who want to gain techniques that result in improved work environments, increased revenues, and positive interactions in the workplace.

作者介绍:

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