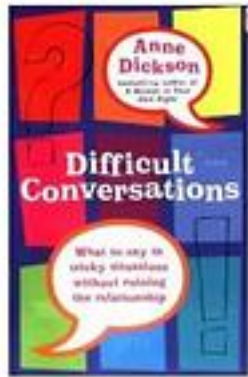


Difficult Conversations



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What is a difficult conversation? Asking for a pay rise, saying 'no' to your boss or spouse, confronting a friend or neighbor, asking a difficult favor, apologizing. We all have conversations that we dread and find unpleasant. But can we develop the skills to make such situations less stressful and more productive? Based on fifteen years of research and consultations with thousands of people, "Difficult Conversations" pinpoints what works. Use this ground-breaking, step-by-step book to turn your difficult conversations into positive, problem-solving experiences.

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评论

Great read, great advice

very helpful

Much more useful than I expected

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