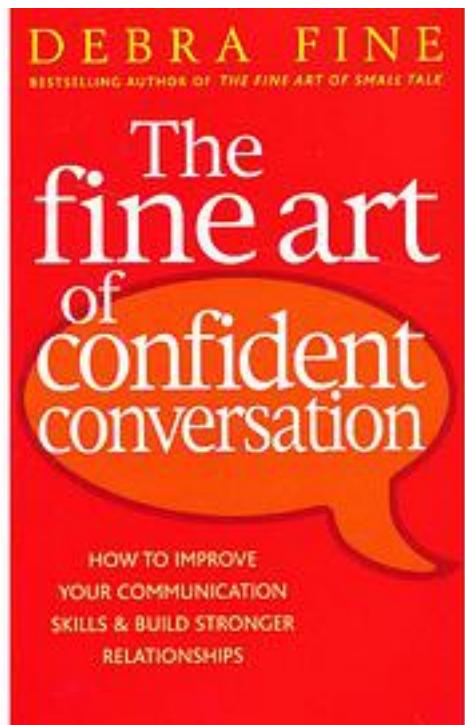


Fine Art Confident Conversation B



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出版者:little brown

出版时间:2009-4

装帧:

isbn:9780749929602

We all have discussions with people every day - from lunch with friends to organising a meeting. We might think of these small talk, chats and discussions as 'conversations' but do we really converse? What do we really talk about? In THE FINE ART OF CONFIDENT CONVERSATION communication expert Debra Fine shows you how to use conversation to build stronger relationships with friends, colleagues and family members. She provides simple techniques to help you develop meaningful conversations, keep conversations on track, achieve the purpose of your meetings and presentations, deal with difficult people and awkward situations, leave clear answerphone messages and send emails that won't be misinterpreted. Written in a

lively and engaging style, Debra enables you to increase your language awareness, adopt the principles of constructive communication, and acquire the skills you need to feel confident and poised in any situation, at home and at work.

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