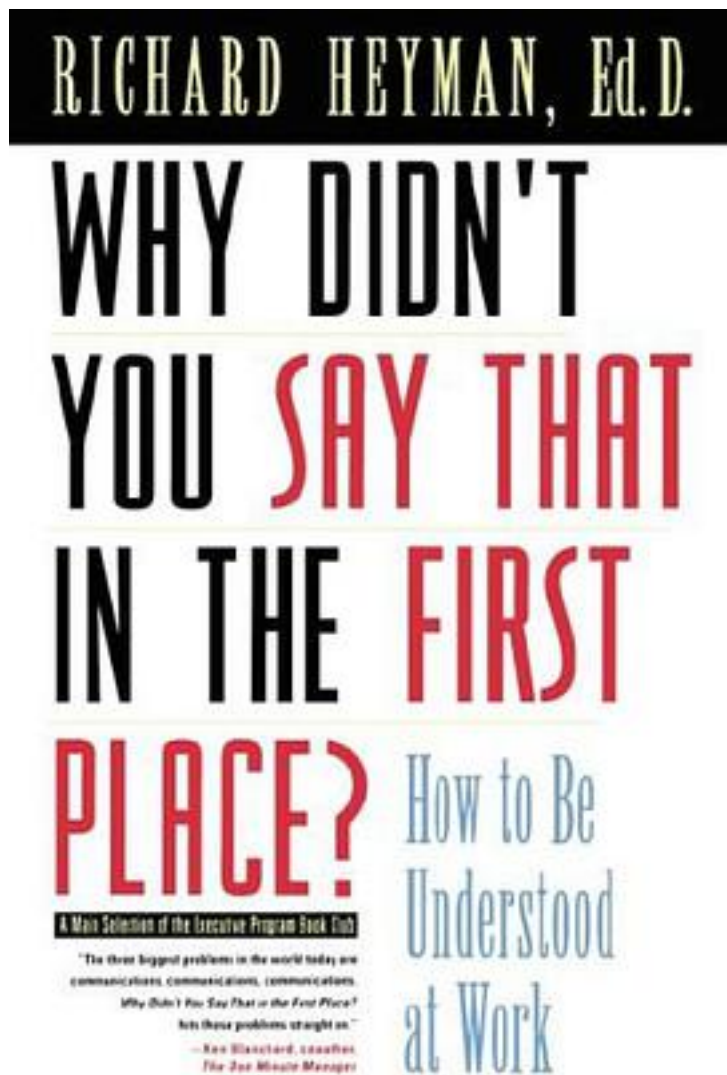


Why Didn't You Say That in the First Place



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著者:Richard Heyman

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Ever get the feeling that your coworkers don't understand you? Misunderstanding through poor communication is rampant in the workplace, yet most workers just shrug their shoulders and accept misunderstanding as a fact of life. In *Why Didn't You Say That in the First Place?*, the author offers a path to clear communication by demonstrating how we can always reach full mutual understanding with others by using the power of plain talk in a systematic way. You'll discover: * Why nobody understands you* Why misunderstanding is normal* The power of strategic talk* Communicating when understanding is critical It is full of anecdotes, illustrations, sample conversations, and checklists to show readers how misunderstandings can be prevented in everyday settings.

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