

Difficult Conversations: How to Discuss What Matters Most by Patton, Bruce, Stone, Douglas, Heen, Sheila New Edition (2000)

From Penguin



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We attempt or avoid difficult conversations every day-whether dealing with an underperforming employee, disagreeing with a spouse, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you Getting to Yes, Difficult Conversations provides a step-by-step approach to having those tough conversations with less stress and more success. you'll learn how to: • Decipher the underlying structure of every difficult conversation • Start a conversation without defensiveness • Listen for the meaning of what is not said • Stay balanced in the face of attacks and accusations • Move from emotion to productive problem solving



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