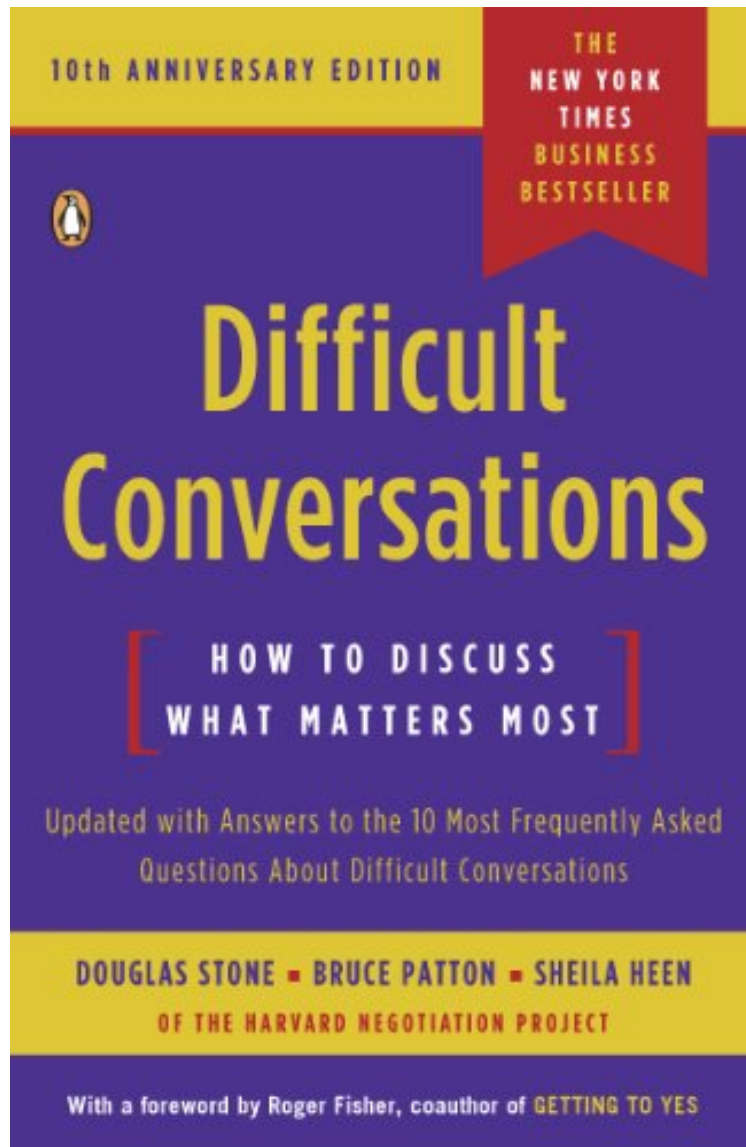


Difficult Conversations: How to Discuss What Matters Most

Douglas Stone, Bruce Patton, Sheila Heen
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Douglas Stone, Bruce Patton, Sheila Heen : Difficult Conversations: How to Discuss What Matters Most before purchasing it in order to gauge whether or not it would be worth my time, and all praised Difficult Conversations: How to Discuss What Matters Most:

38 of 38 people found the following review helpful. Help using my anger more productively and peacefully!By CGLFor several years I've been working in psychotherapy to actually feel my anger - and use it productively so that people don't walk all over me. I used to be such a people-pleaser, i didn't even know when I was angry... and then I would unknowingly turn all my anger on myself - in the form of depression and self-criticism. It can still take awhile

for me to realize when I don't like something and am annoyed or frustrated. And when I get angry, I can still become very anxious so it's tempting to vent, thinking I'm so entitled and right. But venting always turns out bad. Now I'm committed to becoming aware when I don't like something - sooner and sooner - and setting boundary or at least expressing what I don't like. Enter this book. It is helping me do all the is MUCH more gracefully. At first I just wanted to set a boundary. Sometimes it came out harsh. Now I understand the importance of staying calm, compassionate and connected with the other person when expressing my likes and dislikes as well as when negotiating and compromising - and staying friends during the whole process! I'm still learning. And reading the book. I'm not depressed anymore. Really. It's really great.0 of 0 people found the following review helpful. Much needed read right now!By Jessica PettittThis piece of word is so desperately needed then and now. It informed my own writing where I then add the importance of responsibility to who and how we are in the world. Having Conversations That Matter starts with Difficult Conversations. This is how to be Good Enough Now.Thank you for your step by step examples, scripts, and approaches to encourage your readers to try to try, be better listeners, and engage with others.0 of 0 people found the following review helpful. Excellent book!By Denise MaGeeBy far one of the best books I've read about communications no matter what type of difficult conversation you're having. It breaks down the conversation, especially what's not explicitly expressed and then gives you ways to communicate going forward. There are plenty of examples and ideas how to communicate what feels vulnerable, but ultimately leads to better understanding overall.

The 10th-anniversary edition of the New York Times business bestseller-now updated with "Answers to Ten Questions People Ask" 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