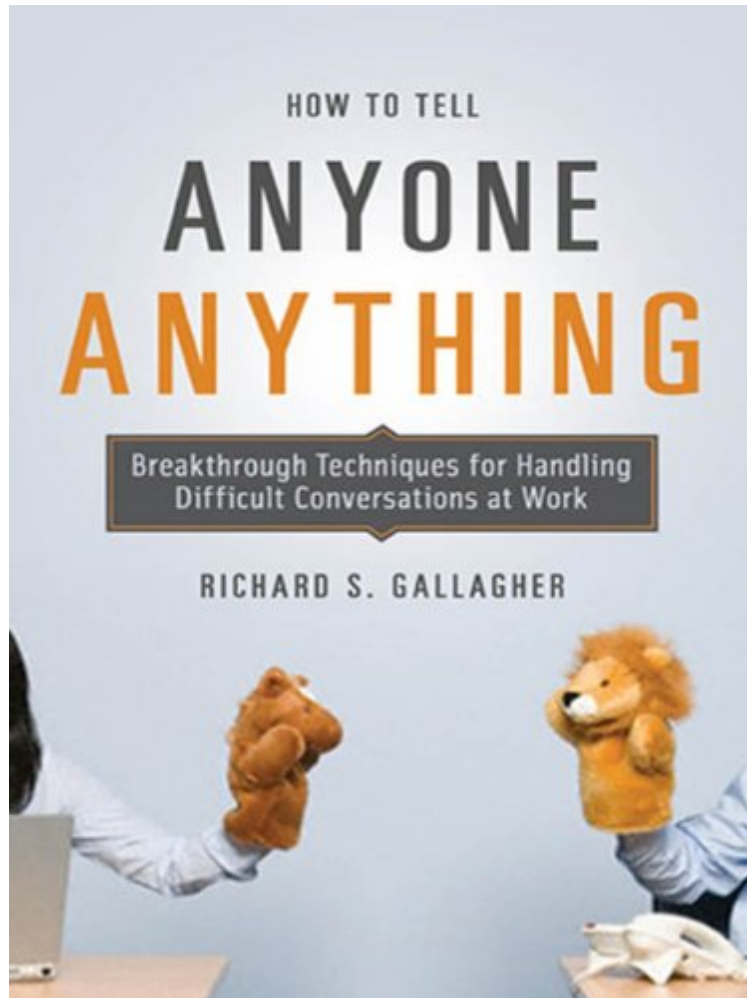


(Ebook free) How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work

How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work

Richard S. Gallagher

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Richard S. Gallagher : How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work before purchasing it in order to gage whether or not it would be worth my time, and all praised How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work:

1 of 9 people found the following review helpful. How to tell anyone what they want to hereBy USMC JoeThis book does nothing more than tell you how to tell people what they want to here. It does not help in real life situations to bend over backwards for a difficult employee. This is just chapter after chapter of how to avoid telling someone the truth. Waste of money2 of 2 people found the following review helpful. Collaborative CommunicationBy Larry Underwood"Communication" is a tricky endeavor; at work, it's one of the most important tools for facilitating a

successful collaboration between co-workers to achieve the company's desired objectives (aka "Mission Statement"). Unfortunately, "bad communication" is one of the biggest problems facing the majority of organizations throughout corporate America. Its toll is enormous - lost productivity high turnover are the most glaring issues. Clearly, as Richard Gallagher suggests, most of us are lousy communicators. It doesn't have to be this way, as Gallagher walks us through the process of developing good communication skills, with a smart technique called "CANDID" conversations. It's simple, and it's based on solid foundation of common sense; although not particularly "ground-breaking", but critical to attaining a "win-win" collaboration in practically any scenario. Since the art of communicating often hinges on getting others "bought in" to a desired course of action, another title for this book could well be "How to SELL Anyone Anything". Those difficult conversations won't be so tough now. 4 of 5 people found the following review helpful. What and When to Say It By Jeffrey Swystun For me, How to Tell Anyone Anything is about the amazing productivity that can result from an environment and culture that both values and understands the dynamics of inter-personal communications. In our experience, how much more dedicated and engaged have we been when working for a boss we could have honest and open conversations? Or when in a team, where communications are prefaced on understanding and respect for what each brings to the table? The author's style is direct and conversational which not only brings the subject matter to life but aptly demonstrates how to go about having tough talks. Most interesting and applicable for me is the need to absorb the context in which difficult conversations germinate or take place and reframe the situation so the discussion is on substantive and tangible terms. In this time of e-mail, texting, and social media, we are losing a critical skill in business - the ability to converse face-to-face to find the mutual benefits in collaboration.

No one likes to be criticized. But when feedback is necessary—whether it's with a boss, someone we manage, or another co-worker—it takes great communication skills to successfully get the message across with feelings and relationships intact. Drawing from the latest in psychology on how best to connect with others, How to Tell Anyone Anything steers readers away from the common mistake of focusing on what's wrong, and shows them instead how to provide clear, constructive, positive messages that create real behavior and performance change. Complete with illuminating examples and a unique step-by-step process, the book gives readers powerful insight into how we all react naturally to criticism—and how to transform interactions that might become verbal tugs-of-war into collaborative, problem-solving sessions.

"Managers would benefit most from 'How to Tell Anyone Anything,' but anyone with something difficult to convey to a coworker could glean useful information from Gallagher's book." --Houston Business Journal From the Back Cover Sometimes it's hard to keep our communication with coworkers positive. Whether it's with a boss, someone we manage, or a peer, bringing up and resolving awkward and challenging situations is never easy—and it's potentially explosive! But interactions that might otherwise become verbal tugs-of-war can easily be transformed from stressful moments of criticism to collaborative, problem-solving exchanges just by using the right technique. How to Tell Anyone Anything gives you a unique method for delivering constructive, positive messages that will create real changes in behavior and performance. Drawing from the latest in psychology on how best to connect with others, this book shows you step by step how to get your message across successfully while keeping feelings and relationships intact. Complete with helpful examples, How to Tell Anyone Anything reveals the painless new approach to communication we can all use to make our most challenging conversations both productive and stress-free. Advance Praise for How to Tell Anyone Anything "Gallagher's remarkable, easy-to-use approach will teach you how to handle your most difficult workplace conversations, and even help turn some of your most challenging employees into valuable contributors. This book's sound psychological concepts—and Rich's gentle humor—will change the way you talk to people!" —Jennifer J. Halpern, Ph.D., LMSW, CEO of The Decision Specialist; and coauthor of Debating Rationality "A wide chasm separates those who avoid difficult conversations and those who can effectively handle them. Rich Gallagher draws on years of experience and research to give a simple, highly readable yet effective set of steps to help you get from 'heres' to 'there's' —Phil Verghis, President, The Verghis Group, Inc.; and author of The Ultimate Customer Support Executive "Richard Gallagher nails it! How to Tell Anyone Anything is loaded with simple, systematic tools that will empower you to—well, 'tell anyone anything'! Transform your communication skills with this easy, powerful read." —Patty Kreamer, CPOreg., Founder, www.ByeByeClutter.com; and author of But I Might Need It Someday! Richard S. Gallagher is a popular corporate trainer and public speaker who specializes in the mechanics of workplace culture and communication. He is the author of several books including Great Customer Connections and What to Say to a Porcupine. He lives in Ithaca, New York. About the Author Richard S. Gallagher is a popular corporate trainer and public speaker who specializes in the mechanics of workplace culture and communication. He is the author of several books including Great Customer Connections (978-0-8144-7308-5) and What to Say to a Porcupine (978-0-8144-1055-4).