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*John R. Stoker*

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"Should be the mantra of anyone who's determined to get consistently great results."  
—Stephen M. R. Covey, bestselling author of *The Speed of Trust* and *Smart Trust*

Foreword by **MARSHALL GOLDSMITH**  
*New York Times* bestselling author

# OVERCOMING FAKE TALK



How to Hold REAL Conversations  
That Create Respect, Build  
Relationships, and Get Results

**JOHN R. STOKER**

*Founder and President of DialogueWORKS*

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worth my time, and all praised *Overcoming Fake Talk: How to Hold REAL Conversations that Create Respect, Build Relationships, and Get Results* (Business Books):

3 of 3 people found the following review helpful. Essential Book on Communication By Shelli Chosak, Ph.D. I'm so glad to have found and read John Stoker's book. As an Organizational Psychologist consultant and coach, I have read many books on communication during my 25 years of practice. *Overcoming Fake Talk* is one of the best books I've read that provide a clear understanding of what is involved in this most essential skill. I have followed John Stoker through his website, DialogueWORKS, for years and have used the principles in many of his articles in both my work and personal life. He has the unique ability to make things clear, simple and useful. In *Overcoming Fake Talk*, John Stoker digs down to the basics, the most important being self-awareness, taking responsibility, and awareness of the dynamics of your interactions. His examples of downward and upward spirals, as well as the above and below the line Metaphor are good examples of how he clarifies and simplifies what happens in our communications and how we end up unsatisfied, frustrated and misunderstood. His thorough examination of what is involved in communication, along with clear examples has everything you need to become a more thoughtful, effective communicator. Reading this book can significantly help you create more successful relationships in your personal and professional life. Shelli Chosak, Ph.D., author of "Your Living Legacy: How Your Parenting Style Shapes the Future for You and Your Child" 0 of 0 people found the following review helpful. I love John's book By Dianay name is Rosa, Diana is my daughter. I love John's book. It is very useful to my work as a mediator. To be a good mediator is not about know the law, you can look for it in books about the principles and application. But for me my real challenge is what can I do when I am with parties and they keep in their positions and you think "God, now what? How can I move them from their positions to their interests, needs and worries and how can I address their emotions. In that moment you realize that being a lawyer doesn't help too much, most of all that in Law Schools don't teach you about psychology, communication and similar. I specially love the part of your book about the role of the brain in emotion. But this book not only help me to be a good mediator and lawyer, but to be a better person, to learn how to have good communication with other persons and have a better life. 2 of 2 people found the following review helpful. Worthwhile! By Ken Alford This book is brimming with good advice that's fun to read. It's filled with sound interpersonal principles and practices that are effectively illustrated through practical examples. I highly recommend it!

**MAKE EVERY CONVERSATION A REAL CONVERSATION THAT GETS RESULTS** In *Overcoming Fake Talk*, business communication guru John R. Stoker offers proven advice for turning challenging confrontations into rewarding exchanges that foster collaboration, improve performance, and achieve results. "Overcoming Fake Talk is a thorough compendium of ideas, frameworks, examples, and actions to improve conversations. Stoker's four 'REAL' conversation skills and eight principles give the novice and master insights and guidelines for improving conversation." -- Dave Ulrich, Professor, Ross School of Business, University of Michigan; Partner, The RBL Group; and author of *The Why of Work* "Great questions, great suggestions. . . . Bravo! I will put Stoker's ideas to use in my own practice." -- Beverly Kaye, founder and co-CEO, Career Systems International, and coauthor of *Help Them Grow or Watch Them Go* "Adhering to and implementing these principles will dramatically increase your ability to communicate and improve your relationships in your professional and personal life." -- Hyrum W. Smith, cofounder, FranklinCovey "An insightful blend of rock-solid theory accompanied by compelling examples of the huge distinction between real and fake communication." -- John H. Zenger, CEO, Zenger Folkman, and coauthor of *How to Be Exceptional* "Stoker teaches true principles for getting Results, Respect, and great Relationships using REAL conversation." -- Brent D. Peterson, PhD, coauthor of *Fake Work*

"Overcoming Fake Talk should be the mantra of anyone who's determined to get great results, consistently. It is a breakthrough book because it so clearly identifies communication problems that relatively few people understand how to solve. It offers the principles, practices, and skills so necessary for honest, trust-building conversation. If you're truly interested in respect, relationships, and results, this book is for you." nbsp; -Stephen M.R. Covey, Bestselling author of *The Speed of Trust* and *Smart Trust* "Not only does the author deal effectively with the psychology for holding any difficult conversation, but he also offers practical tools and techniques that can be applied in the toughest business and personal situations. I would recommend this book to anyone who wants to hold REAL conversations and build better relationships in their personal and professional lives." --Ricardo Lillo, president and CEO, DOOR Training International nbsp;