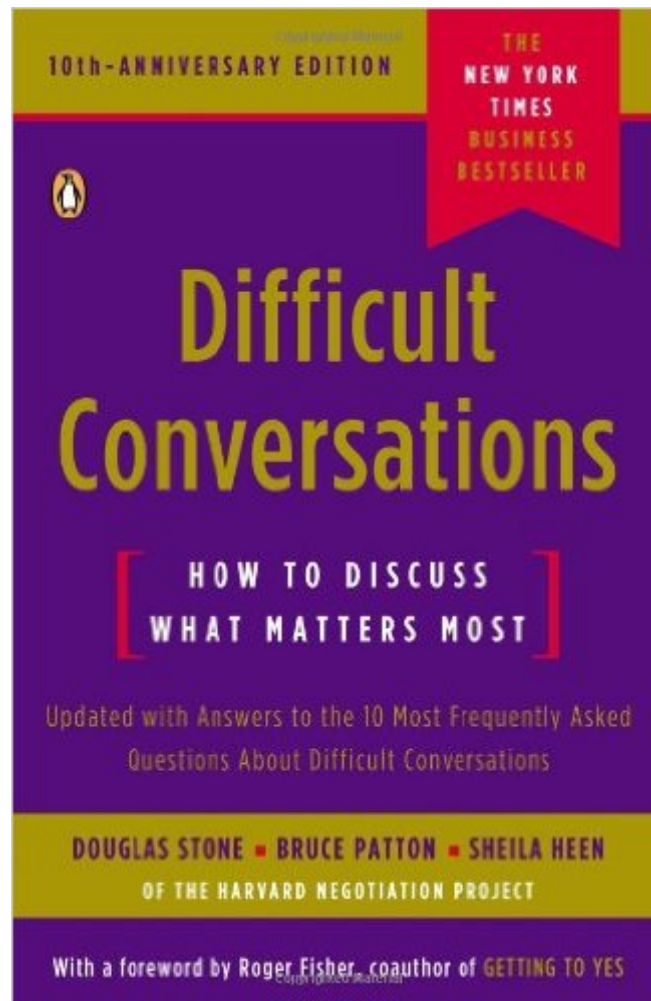


The book was found

# Difficult Conversations: How To Discuss What Matters Most



## Synopsis

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

## Book Information

Paperback: 352 pages

Publisher: Penguin Books; 10 Anv Upd edition (November 2, 2010)

Language: English

ISBN-10: 0143118447

ISBN-13: 978-0143118442

Product Dimensions: 5.1 x 0.6 x 7.7 inches

Shipping Weight: 8.8 ounces (View shipping rates and policies)

Average Customer Review: 4.6 out of 5 stars • See all reviews (483 customer reviews)

Best Sellers Rank: #1,060 in Books (See Top 100 in Books) #2 in Books > Business & Money > Management & Leadership > Management Science #3 in Books > Reference > Words, Language & Grammar > Communication #12 in Books > Business & Money > Skills > Decision Making

## Customer Reviews

There were 3 aspects of this book that made a difference for me: Thinking Differently, Making Shifts, and understanding the Structure found in all difficult conversations. If you understand these aspects it will significantly improve how well you handle difficult conversations. This is about Thinking Differently-- 1. This is an approach. 2. It's not about doing differently; it's about thinking differently. 3. It's about shifting from a message delivery stance to a learning stance. 4. All difficult conversations have the same structure. The structure is almost always "below the surface." It is hidden in what people are thinking and feeling, but not saying. Shifts (with this approach)-- We must shift our internal orientation: FROM: Certainty (I understand) TO: Curiosity (Help me understand); FROM: I

am right TO: I am curious; FROM: I know what was intended TO:I know the impact; FROM: I know who is to blame TO: I know who contributed what; FROM: Debate TO: Exploration; FROM: Simplicity TO: Complexity; FROM: "Either/or" TO: "And".Understanding the Structure-- 1. All difficult conversations share a common structure. To make the structure visible, we not only need to understand what was said, but also what was not said. We need to understand what the people involved are thinking and feeling, but not saying to each other. This is usually where the real action is. 2. What makes a conversation difficult? The gap between what you are really thinking and what you are saying is part of it. 3. Our thoughts and feelings of all difficult conversations fall into the same three categories, or "conversations". 4. And, in each of the conversations, we make predictable errors that distort our thoughts and feelings and get us in trouble. 5.

[Download to continue reading...](#)

Difficult Conversations Just for Women: Kill the Anxiety. Get What You Want. (Similar to Difficult Conversations: How to Discuss What Matters Most and to Crucial Conversations but tailored for women) Difficult Conversations: How to Discuss What Matters Most Difficult Decisions in Colorectal Surgery (Difficult Decisions in Surgery: An Evidence-Based Approach) Dealing With Difficult People: Get to Know the Different Types of Difficult People in the Workplace and Learn How to Deal With Them (How To Win People, How To Influence People) Is Belief in God Good, Bad or Irrelevant?: A Professor and a Punk Rocker Discuss Science, Religion, Naturalism & Christianity What Media Classes Really Want to Discuss: A Student Guide The Discomfort Zone: How Leaders Turn Difficult Conversations Into Breakthroughs Art Spiegelman: Conversations (Conversations with Comic Artists (Hardcover)) Joseph Brodsky: Conversations (Literary Conversations) Conversations with August Wilson (Literary Conversations) Why Architecture Matters (Why X Matters Series) Humility Matters: Toward Purity of Heart (The Matters Series) Lectio Matters: Before the Burning Bush (The Matters Series) The Middle Zone: Mastering the Most Difficult Hands in Hold'em Poker Overcoming Top Sales Objections: How to Handle the Most Difficult Sales Objections to Closing a Sale, Made for Success When Pain is the Doorway: Awakening in the Most Difficult Circumstances The 3rd Alternative: Solving Life's Most Difficult Problems Show Me a Story!: Why Picture Books Matter: Conversations with 21 of the World's Most Celebrated Illustrators The Neighboring Church: Getting Better at What Jesus Says Matters Most What Are We Fighting For?: Coming Together Around What Matters Most

[Dmca](#)