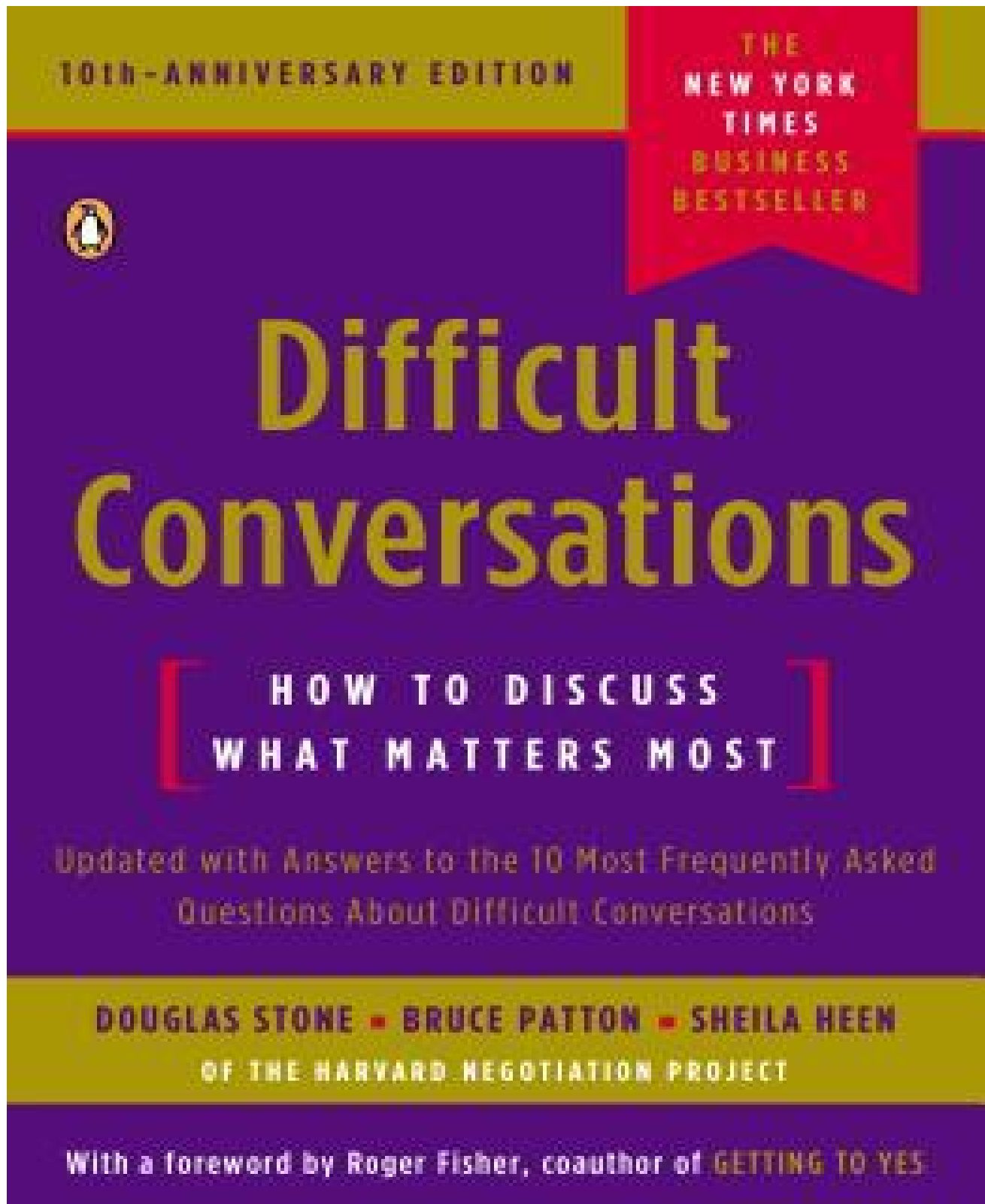
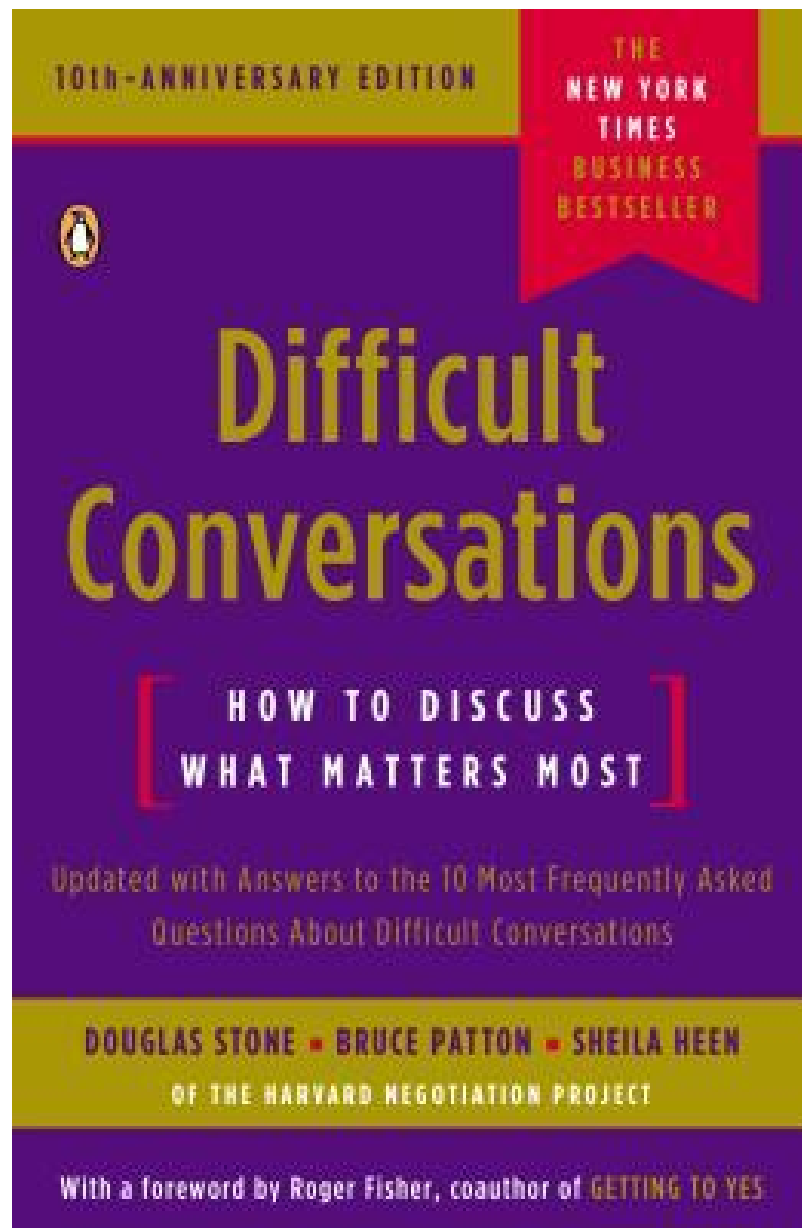


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**Difficult Conversations: How to Discuss What Matters Most
by Douglas Stone**



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

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