



Difficult Conversations: Craft a Clear Message, Manage Emotions and Focus on a Solution

By Harvard Business Review

Audible Studios on Brilliance, 2016. CD-Audio. Condition: New. Unabridged. Language: English . Brand New. You have to talk with a colleague about a fraught situation, but you're worried that they'll yell or blame you or shut down. You fear your emotions could block you from a resolution. But you can communicate in a way that's constructive - not combative. Difficult Conversations walks you through: - Uncovering the root cause of friction - Maintaining a positive mind-set - Untangling the problem together - Agreeing on a way forward About HBR's 20-Minute Manager Series: Don't have much time? Get up to speed fast on the most essential business skills with HBR's 20-Minute Manager series. Whether you need a crash course or a brief refresher, each book in the series is a concise, practical primer that will help you brush up on a key management topic. Advice you can quickly listen to and apply, for ambitious professionals and aspiring executives - from the most trusted source in business.



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