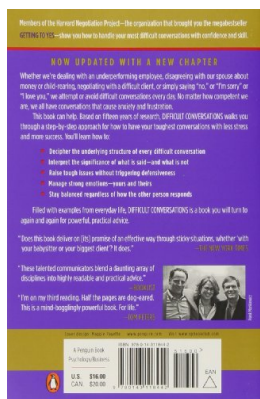


[PDF] Difficult Conversations: How To Discuss What Matters Most

Douglas Stone, Bruce Patton, Sheila Heen - pdf download free book



Books Details:

Title: Difficult Conversations: How
Author: Douglas Stone, Bruce Patton,
Released: 2010-11-02
Language:
Pages: 352
ISBN: 9780143118442
ISBN13: 9780143118442
ASIN: 0143118447

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- 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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