

20 MINUTE MANAGER

Difficult Conversations



Craft a clear message
Manage emotions
Focus on a solution

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Preview

You've been putting off a difficult conversation. Maybe you feel wronged by someone or misunderstood. You may be caught in a clash of personalities or have competing goals with a colleague. Perhaps you have to deliver bad news, and you dread the person's reaction. Whatever your situation, you need to address an issue to keep moving forward. This book will help you develop the skills you need to turn a difficult conversation into a productive dialogue, including:

- Understanding what makes some conversations difficult
- Discovering what's at the heart of the challenge you're facing

- Identifying and managing the emotions involved
- Seeing the bigger picture to expand possible solutions
- Framing the issue in a way your counterpart can relate to
- Listening actively and responding with empathy
- Staying flexible and managing the unexpected
- Finding areas of agreement
- Building on your new skills so you'll be ready for the next tough conversation

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