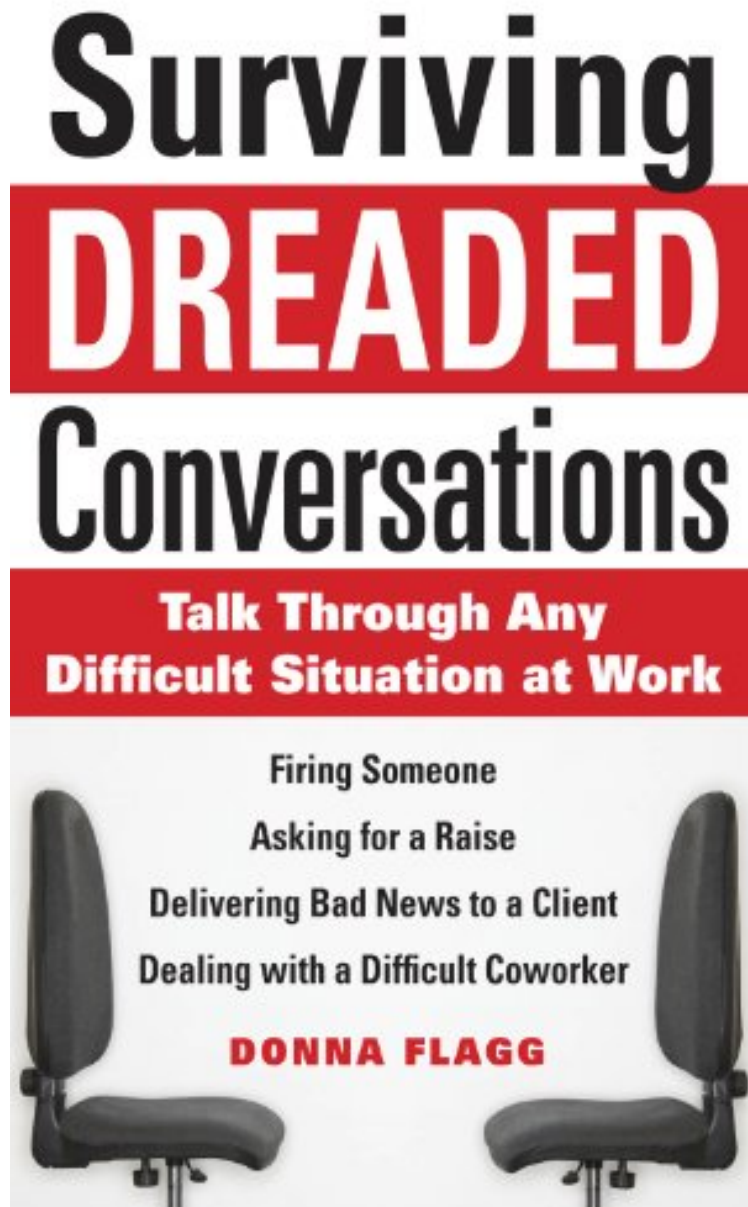


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Surviving Dreaded Conversations: How to Talk Through Any Difficult Situation at Work (Business Skills and Development)

Donna Flagg

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Donna Flagg : Surviving Dreaded Conversations: How to Talk Through Any Difficult Situation at Work (Business Skills and Development) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Surviving Dreaded Conversations: How to Talk Through Any Difficult Situation at Work (Business

Skills and Development):

0 of 0 people found the following review helpful. *Survive and Thrive with Dreaded Conversations* By yargExcellent Reading. This writer has been in the trenches and her words have a sound of realness and credibility only found for someone who has lived what she has experienced and is sharing with others. The visual model for energy intensity, positive and negative energy is very consistent with latest research about in our "interceptive system" how our emotions and feelings shape our perceptions and opinions and guide our actions and interactions with others in ways that help or hinder. Also, liked the model for structuring conversations while being aware of listerine and scope language and set-ups such as dos, dont's , opening and closing remarks. This book is a jewel in telling and demonstrating how to conduct and survive dreaded conservations so that win-win situations are created in relating to others. Supplements Deborah Tannen's work with body language very well (That's not what I meant to say). I highly recommend this book for learning how to converse in the real world and collaboratively co-create both win situations and results with others. 4 of 5 people found the following review helpful. *Feelings-Guided Communication* By DJI didn't take principle-based understanding from this read. I did get a lot of the author's feelings (opinions) about how best to say things. I sense she leads with her gut and her emotions more than she does logic or reason. This book was like listening to a self-congratulating friend tell me proudly how she dealt with a coworker whom she couldn't stand or was irritated by and didn't realize (or care) how sarcastic or condescending she sounded toward that coworker while she was dealing with him/her. I would not call her ways nasty or abrupt, but I would definitely say her style has an element of slight sarcasm and condescendingness to it. I don't see the constructiveness or necessity in that. It seems like her style is more inclined to talking at people rather than with them. Like, my way or highway. pg. 167 "As far as conflict goes, I'm one of those people who thinks misunderstandings, hurt feelings, and confusion are healthy, albeit messy at the same time. Without them, I just don't see any other path to clarity, and without clarity we are without the ability to understand one another." pg. 48 "But all you really have to do is learn to feel what you feel and tolerate it. You don't need to be happy about it." I think this author would write a great book on "entitlement" because she seems to truly believe a way is right because she 'feels' it is at the moment. And I would buy it. This woman has confidence and I don't think it has its roots in top notch communication skills, emotional intelligence, or genuine concern for others. 0 of 0 people found the following review helpful. *A Must-Have in the Workplace* By M. LavoAny executive would have to agree that the most challenging aspects of management is managing people; with having read "Surviving Dreaded Conversations," I've received both confirmation on my current communication style as well as "jewels" of new perspectives on how to tackle the more difficult conversations with my staff as well as co-workers and upper management. This book should be recommended reading for all managers and students studying business. What's wonderful is that even though the subject of the book is a "dreaded read," Donna Flagg advises in a clear, concise, sane and very human voice. I highly recommend this book for anyone who wants to be a confident and successful communicator even when the conversation to be had is "dreaded."

The essential guide for managers and professionals dealing with difficult workplace conversations *Surviving Dreaded Conversations* gives managers all they need to get through those difficult, face-to-face conversations we all encounter in our office. Whether it's firing an employee, asking for a raise or delivering bad financial news to a client or staff, expert author Donna Flagg shows readers how to stop putting off these uncomfortable conversations and start successfully facing them head-on. Filled with tips, strategies, exercises, and easy-to-memorize scripts for effective preparation, *Surviving Dreaded Conversations* is packed with practical advice to help professionals get through the rough spots in the workplace.

About the Author Donna Flagg is a business consultant, and visiting instructor and speaker at NYU and speaks at various conferences conducted by The Business Leadership Network and The Conference Board. She is a blogger on The Huffington Post and Psychology Today and is frequently quoted in the press for her workplace expertise.