

[Mobile book] Failure to Communicate: How Conversations Go Wrong and What You Can Do to Right Them

## Failure to Communicate: How Conversations Go Wrong and What You Can Do to Right Them

*Holly Weeks*

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**Holly Weeks : Failure to Communicate: How Conversations Go Wrong and What You Can Do to Right Them** before purchasing it in order to gage whether or not it would be worth my time, and all praised Failure to Communicate: How Conversations Go Wrong and What You Can Do to Right Them:

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recommended to me to improve my communication skills! This book has given me tool to use That will be helpful going forward. I will be referring to it again and again! I saw myself in many examples and now Have a framework to work from! 0 of 0 people found the following review helpful. A blueprint to succeed in tough conversations By DC-IL The book is a good read, providing ample examples that will be very familiar to those who have been through tough conversations, either as participants or bystanders. The book offers a framework (or blueprint) to reframe (and retrain) our win/lose thinking into something that can \*successfully\* get you through a hard talk. 0 of 0 people found the following review helpful. Five Stars By Naomi PAwesome book - wish it were required reading in our educational system.

Your stomach's churning; you're hyperventilating -- you're in a badly deteriorating conversation at work. Such exchanges, which run the gamut from firing subordinates to parrying verbal attacks from colleagues, are so loaded with anger, confusion, and fear that most people handle them poorly: they avoid them, clamp down, or give in. But dodging issues, appeasing difficult people, and mishandling tough encounters all carry a high price for managers and companies -- in the form of damaged relationships, ruined careers, and intensified problems. In *Failure to Communicate*, Holly Weeks shows how to master the combat mentality, emotional maelstrom, and confusion that poison difficult conversations. Drawing on her many years as a consultant and coach to leaders and executives, the author explains:

- Why we turn to ineffective tactics when the heat is on
- How to avoid the worst pitfalls of difficult conversations, and how to pull yourself out if you fall in
- Ways to regain your balance and inject respect into stressful conversations, even when you've been confronted, infuriated, or wronged
- Strategies for mitigating aggression and defensiveness, and for clearing the fog of misconceptions
- How to get through the hardest conversations with your reputation and relationships intact

Using proven techniques paired with detailed real-life examples, Weeks equips you with the strategies and practices you need to transform even the toughest conversations.

"*Failure to Communicate* helps you untangle yourself from the grip of emotions during heated exchanges, and clearly navigate through anger, stress, nerves and confusion." --*ManagerSmarter.com*, September 16, 2008

About the Author: Holly Weeks teaches, publishes and consults on communications issues through her company, Holly Weeks Communications. She is an Adjunct Lecturer in Management Leadership and Decision Sciences at Harvard University's John F. Kennedy School of Government, and Visiting Pro-Seminar Lecturer in Communication and Vision Speech at the Harvard Graduate School of Education.