



Difficult Conversations (HBR 20-Minute Manager Series)

By Harvard Business Review

Harvard Business Review Press. Paperback / softback. Book Condition: new. BRAND NEW, Difficult Conversations (HBR 20-Minute Manager Series), Harvard Business Review, Whether you've been putting off giving an employee negative feedback or wondering how to react when a coworker erupts in frustration during a meeting, difficult conversations in the workplace are, well, difficult. While there's no one right way to have a difficult conversation, there are guiding principles you can follow and strategies you can employ to facilitate a discussion in which both parties are able to air concerns constructively. "Difficult Conversations" takes you through the basics of: Crafting a clear message Identifying the other person's goals Developing and maintaining a positive mind-set Conducting a productive conversation 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 read and apply, for ambitious professionals and aspiring executives from the most trusted source in business. Also available as an ebook."



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