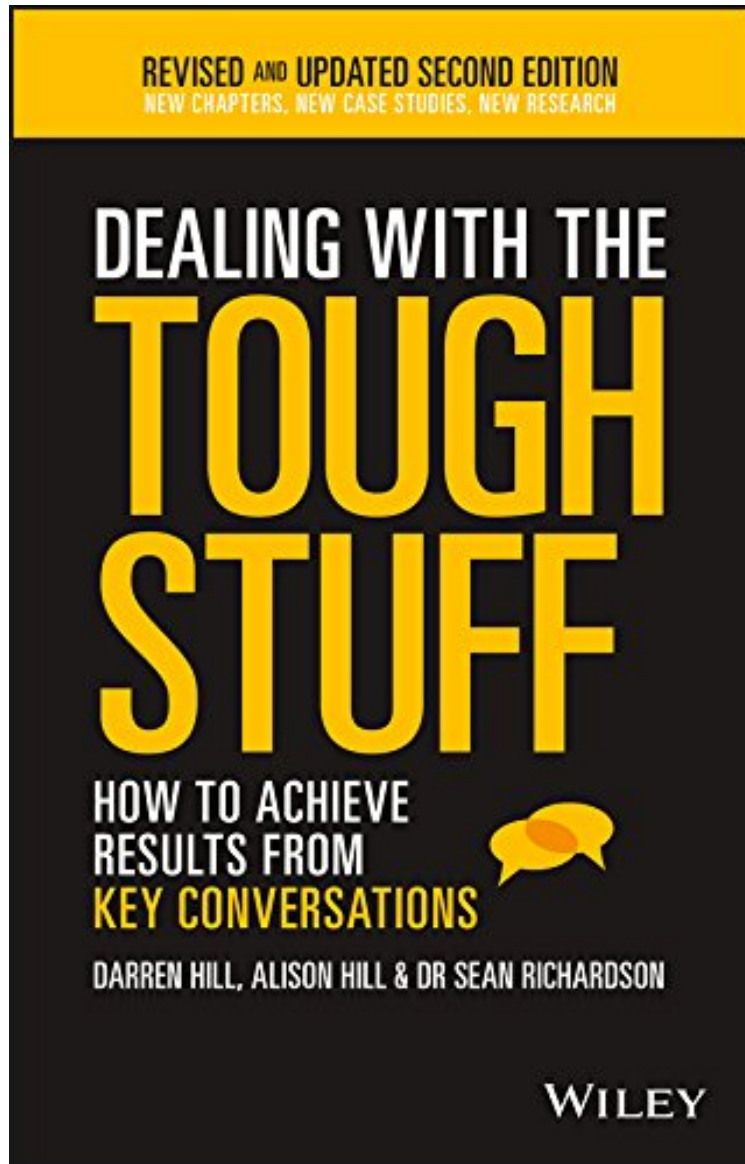


(Download ebook) Dealing With The Tough Stuff: How To Achieve Results From Key Conversations

Dealing With The Tough Stuff: How To Achieve Results From Key Conversations

Darren Hill, Alison Hill, Sean Richardson
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Darren Hill, Alison Hill, Sean Richardson : Dealing With The Tough Stuff: How To Achieve Results From Key Conversations before purchasing it in order to gage whether or not it would be worth my time, and all praised Dealing With The Tough Stuff: How To Achieve Results From Key Conversations:

A practical toolkit for handling workplace conflict and difficult conversations *Dealing with the Tough Stuff* is the business leader's critical guide to handling difficult conversations in the workplace. Based on the science of human behaviour — both verbal and nonverbal — this book is packed full of practical and pragmatic strategies for managing conflict situations. You'll learn a variety of diagnostics, models and processes that you can start using today, and you'll benefit from expert tips, tricks and tools for leading important conversations with empathy and assertiveness. This updated second edition includes new material on key conversations with distance workers, as well as within the context of a fast-growth company, and a broad selection of real-world case studies from a diverse array of workplaces. Backed by contemporary psychological theory and time-tested amongst thousands of leaders, these highly relevant suggestions give you the power to deal with the tough stuff effectively and compassionately. The human element plays a large part in the manager's role, yet many lack the training needed to deal with people effectively. This book helps you understand what makes people tick, and helps you develop the human skills you need to manage. Achieve clarity and directness in your communications Deal with anger, stubbornness and defensiveness Develop the skills to manage immediate crises Set priorities, and build a foundation of strong communication Avoiding the tough stuff can be extremely costly for managers, staff and the business as a whole. No one enjoys these conversations, but they are inevitable — and the right set of skills goes a long way toward making them run smoothly, with greater results out the other side. *Dealing with the Tough Stuff* is your indispensable primer on human behaviour, and effectively navigating tough conversations at work.

From the Back Cover **YOUR ESSENTIAL GUIDE TO HANDLING DIFFICULT CONVERSATIONS AT WORK** Based on psychological theory and in-the-trenches practice, this second edition of the bestselling *Dealing with the Tough Stuff* shows leaders and managers the practical and pragmatic strategies for managing conflict situations effectively. Avoiding tough conversations can be extremely costly for managers, staff and the business as a whole. Authors Darren Hill, Alison Hill and Dr Sean Richardson offer a proven approach for understanding what makes people tick and helping leaders develop the human skills needed to manage effectively. With new chapters added to keep pace with the challenges of today's fast-paced and often fragmented workplace, this fully revised second edition includes a wealth of material for overcoming common problems. Discover how to lead key conversations with: tools to depersonalise tough feedback tactics to deal with a workforce that is offsite tips for dealing with conflict during times of rapid change advice to manage immediate crises strategies to overcome anger, stubbornness and defensiveness techniques for finding the best way to be assertive — in any situation. *Dealing with the Tough Stuff* is your go-to handbook on human behaviour and effectively navigating challenging conversations at work. About the Author Behavioural scientist **DARREN HILL** and psychologists **ALISON HILL** and **DR SEAN RICHARDSON** are directors of the behavioural strategy company **Pragmatic Thinking**. They work with forward thinking companies to equip and support managers and leaders to work more confidently with people. The first edition of *Dealing with the Tough Stuff* is now available in four languages.