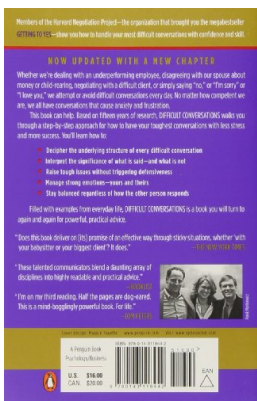


[PDF] Difficult Conversations: How To Discuss What Matters Most

Douglas Stone, Bruce Patton, Sheila Heen - pdf download free book



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- Decipher the underlying structure of every difficult conversation
 - Start a conversation without defensiveness
 - Listen for the meaning of what is not said
 - Stay balanced in the face of attacks and accusations
 - Move from emotion to productive problem solving
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