

# [PDF] Difficult Conversations

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

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## **Books Details:**

Title: Difficult Conversations  
Author: Roger Fisher, Bruce Patton,  
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## **Description:**

We've all been there: We know we must confront a coworker, store clerk, or friend about some especially sticky situation--and we know the encounter will be uncomfortable. So we repeatedly mull it over until we can no longer put it off, and then finally stumble through the confrontation. *Difficult Conversations*, by Douglas Stone, Bruce Patton, and Sheila Heen, offers advice for handling these unpleasant exchanges in a manner that accomplishes their objective and diminishes the possibility that anyone will be needlessly hurt. The authors, associated with Harvard Law School and the Harvard Project on Negotiation, show how such dialogues actually comprise three separate components: the "what happened" conversation (verbalizing what we believe really was said and done), the "feelings" conversation (communicating and acknowledging each party's emotional impact), and the "identity" conversation (expressing the situation's underlying personal meaning). The explanations and suggested improvements are, admittedly, somewhat complicated. And they

certainly don't guarantee positive results. But if you honestly are interested in elevating your communication skills, this book will walk you through both mistakes and remedies in a way that will boost your confidence when such unavoidable clashes arise. --*Howard Rothman* --This text refers to an out of print or unavailable edition of this title.

**From Publishers Weekly** Bringing together the insights of such diverse disciplines as law, organizational behavior, cognitive, family and social psychology and "dialogue" studies, Stone, Patton and Heen, who teach at Harvard Law School and the Harvard Negotiation Project, illustrate how to handle the challenges involved in effectively resolving "difficult conversations," whether in an interpersonal, business or political context. While many of their points are simplisticAdon't ignore your feelings, consider the other person's intentions, take a break from the situationAtthey're often overlooked in stressful moments. Most useful are the strategies for disarming the impulse to lay blame and for exploring one's own contribution to a tense situation. Also of value are specific recommendations for bringing emotions directly into a difficult discussion by talking about them and paying attention to the way they can subtly inform judgments and accusations. If these recommendations aren't followed, the authors contend, emotions will seep into the discussion in other, usually damaging, ways. Stone, Patton and Heen illustrate their points with anecdotes, scripted conversations and familiar examples in a clear, easy-to-browse format. While "difficult conversations" may not have the intrinsic appeal of the Harvard Negotiation Project's previous bestseller, *Getting to Yes*, this book is a cogent resource for those who see the sense in preparing for tough talks in advance. Agent, Esther Newberg. Ad/promo; author tour. (Apr.) FYI: Patton is the co-author of *Getting to Yes*.

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