Managers as Mentors

Fierce Conversations

Passionate Performance

CEO Tools 2.0: A System to Think, Manage, and Lead Like a CEO

Pressure Cooker Perfection

Crucial Conversations: Tools For Talking When Stakes are High. Third Edition

The Flip Side

Summary: Fierce Conversations

Using six steps and a "SECRET" formula, international speaker, Fortune 500 strategist, and bestselling management author Ken Tucker explores the challenging skill sets required to navigate conflict and crucial conversations effectively. Drawing upon decades of experience in the corporate and government worlds, Tucker teaches leaders how to say what they really need to say and say it right so that their people and organizations execute the results they want and need. Intentional Conversations

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Written as an engaging story, this book shows how mistaken views can cause people to misread situations and exacerbate the issues they wish to improve. "The Anatomy of Peace" illustrates how to make inner peace a potent tool for achieving outer satisfaction.

Difficult Conversations

Passionate Performance

Talk Less, Say More is a revolutionary guide to 21st century communication skills to help you be more influential and make things happen in our distracted, attention-deficit world. It’s loaded with specific tips and takeaways to ensure that you’re fully heard, clearly understood, and trigger positive responses in any business or social situation. It’s the first book to deliver a proven method to master the core leadership skill of influence. Talk Less, Say More lays out a powerful 3-step method called Connect, Convey, Convince (R) and guides you in how to use these habits to be more influential. This succinct book solves your modern communication issues in today’s demanding, distracted world at a time when interaction skills are plummeting. Communication is the single greatest challenge in business today. It takes just 3 habits to conquer it. Talk Less, Say More will help you achieve more with less. Less wordiness. Less tune-out. Less frustration. You’ll gain more time. More positive outcomes. More rewarding relationships.

CEO Tools 2.0: A System to Think, Manage, and Lead Like a CEO

Keep your cool and get the results you want when faced with crucial conversations. This New York Times bestseller and business classic has been fully updated for a world where skilled communication is more important than ever. The book that revolutionized business communications has been updated for today’s workplace. Crucial Conversations provides powerful skills to ensure every conversation—especially difficult ones—leads to the results you want. Written in an engaging and witty style, the book teaches readers how to be persuasive rather than abrasive, how to get back to productive dialogue when others blow up or clam up, and it offers powerful skills for mastering high-stakes conversations, regardless of the topic or person. This new edition addresses issues that have arisen in recent years. You’ll learn how to: Respond when someone initiates a crucial conversation with you Identify and address the lag time between identifying a problem and discussing it Communicate more effectively across digital mediums When stakes are high, opinions vary, and emotions run strong, you have three choices: Avoid a crucial conversation and suffer the consequences; handle the conversation poorly and suffer the consequences; or apply the lessons and strategies of Crucial Conversations and improve relationships and results. Whether they take place at work or at home, with your coworkers or your spouse, crucial conversations have a profound impact on your career, your happiness, and your future. With the skills you learn in this book, you’ll never have to worry about the outcome of a crucial conversation again.

Pressure Cooker Perfection

Crucial Conversations: Tools For Talking When Stakes are High. Third Edition

You’ve read the classic on win-win negotiating. Getting to Yes ... but so have they, the folks you are now negotiating with. How can you get a leg up ... and win? “Win-win” negotiation is an appealing idea on an intellectual level: Find the best way to convince the other side to accept a mutually beneficial outcome, and then everyone gets their fair share. The reality, though, is that people want more than their fair share; they want to win. Tell your boss that you’ve concocted a deal that gets your company a piece of the pie, and the reaction is likely to be: “Maybe we need to find someone harder-nosed than you who know how to win.” We want the whole pie, not just a slice. However, to return to an earlier era before “win-win” negotiation was in fashion and seek simply to dominate or bully opponents into submission would be a step in the wrong direction— and a public relations disaster. By showing how to win at win-win negotiating, Lawrence Susskind provides the operational advice you need to attain the interests of your back table—the people to whom you report. He also shows you how to deal with irrational people, whose vocabulary seems limited to “no,” or with the proverbial 900-pound gorilla. He explains how to find trades that create much more value than either you or your opponent thought possible. His brilliant concept of “the trading zone”—the space where you can create deals that are “good for them but great for you,” while still maintaining trust and keeping relationships intact—is a fresh way to re-think your approach to negotiating. The outcome is often the best of both possible worlds: You claim a disproportionate share of the value you’ve created while your opponents still look good to the people to whom they report. Whether the venue is business, a family dispute, international relations, or a tradeoff that has to be made between the environment and jobs, Susskind provides a breakthrough in how to both think about, and engage in, productive negotiations.

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Fierce Conversations

Jesse said, "Blessed are the peacemakers." But it often seems like conflict and disagreement are unavoidable. Serious, divisive conflicts are everywhere—with families, in the church, and out in the world. And it can seem impossible to overcome its negative force in our lives. In The Peacemaker, Ken Sande presents a comprehensive and practical theology for conflict resolution designed to bring about not only a cease-fire but also unity and harmony. Sande takes readers beyond resolving conflicts to true, life-changing reconciliation with family members, coworkers, and fellow believers. Biblically based, The Peacemaker is full of godly wisdom and useful suggestions that are easily applied to any relationship needing reconciliation. Sande's years of experience as an attorney and as president of Peacemaker Ministries will strengthen readers' confidence as they stand in the gap as peacemakers.

It's Your Ship

For the 100th anniversary of the Race to the South Pole, a fresh look at what Shackleton's legendary Antarctic adventure can teach us about true leadership. Stranded in the Frozen Antarctic sea for nearly two years, Sir Ernest Shackleton and his team of 27 polar explorers endured extreme temperatures, hazardous ice, debilitating food, and complete isolation. Despite these seemingly insurmountable obstacles, the group remained cohesive, confident, and mercifully alive—a fact that speaks not just to luck but to an unparalleled feat of leadership. Drawing on this amazing story, Leading at The Edge demonstrates the importance of a strong leader in times of adversity, uncertainty, and change. The book reveals 10 timeless leadership lessons that show readers how to:

• Instill optimism while staying grounded in reality
• Have the courage to step up to risks worth taking
• Consistently reinforce the team message
• Set a personal example
• Find something to celebrate and something to laugh about
• Never give up.

Part adventure tale, part leadership guide, the second edition features additional lessons, new case studies of the strategies in action, tools to uncover and resolve conflicts, and expanded resources. An updated epilogue compares the leadership styles of the famous polar explorers Shackleton, Nansens, and Scott.

Today's leaders have much to learn from this gripping account of survival against all odds. Leading at The Edge will help them bring order to chaos—and achieve success in the face of adversity.

Fish! Tales

Discusses the power of the conversation and the conditions—simplicity, personal courage, listening, and diversity—that support it and explains how such conversations can lead to essential social change on both a local and global scale.

Conflict Without Casualties

Take charge of your career by taking charge of your business relationships and communication skills. We all know how it feels when our colleagues talk about us but not to us. It's frustrating, and it creates tension. When effective communication is missing, it feels like they're working in the dark. Leaders don't have to feel that way. Communication managers are frustrated when outcomes don't meet their expectations, and employees often don't get positive feedback or constructive feedback. Many of us remain passive against poor communication habits and communication barriers, hoping that business communication will miraculously improve—but it won't. Business communication and relationships won't improve without skills and effort. What can you do about it, and what can you put with can work with you, around you, or against you. How people work with you depends on the business relationships you cultivate. Do your colleagues trust you? Can they speak openly to you when projects and tasks go wrong?

Do you have effective communication skills? Take charge of your career by eliminating communication barriers and taking charge of your business relationships. Make your work environment less tense and more productive by improving communication skills:

• Relationship expectations: work with people how they like to work, and give positive feedback and constructive feedback.

In how to say anything to anyone, you'll learn how to:

• Ask for what you want at work
• Improve communication skills
• Strengthen all types of working relationships
• Reduce the gossip and drama in your office
• Tell people when you're frustrated and have difficult conversations in a way that resonates
• Take action on your ideas and feelings
• Get honest positive feedback and constructive feedback on your performance

Harley shares the real-life stories of people who have struggled to get what they want at work. With her clear and specific business communication roadmap in hand, Harley enables you to improve communication in the workplace and in your personal life.

Turning to One Another

The actor and founder of the Alan Akin Center for Communicating Science traces his personal quest to understand how to relate and communicate better, from practicing empathy and using improv games to storytelling and developing better intuitive skills.

Having Hard Conversations

101 foolproof pressure-cooker recipes that will change the way you cook. In Pressure Cooker Perfection, the first volume in our new test kitchen handbook series, the editors at America's Test Kitchen demystify an appliance that to many home cooks remains intimidating—but shouldn't. Modern pressure cookers are safer, quieter, more reliable, and more user-friendly than old-fashioned jingle-top models. And they can prepare a wide range of foods—everything from barbecue to risotto—in record time. Cooking under pressure results in better-tasting dishes because every drop of flavor is trapped in the sealed pot. This fact, combined with the shorter cooking time, means that your dishes will be supercharged with flavor. And cooking under pressure is versatile. While they're ideal for roasts and stews, pressure cookers can also turn out perfectly tender beans, grains, and legumes in short order. If ever there was a cooking method that could benefit from the obsessive trial and error that our test kitchen is known for, this is it. When cooking time is compressed, every minute matters, and when flavors are amplified, even a small change becomes significant. We can hundreds of tests in fifteen pressure cookers to find out what works and what doesn't, and we deliver the foolproof, guaranteed-successful recipes in Pressure Cooker Perfection. With this foolproof guide to cooking under pressure, every home cook will be guaranteed success.

The Art of Talking to Anyone: Essential People Skills for Success in Any Situation

Fish! told the story of a fictional company which transformed itself by applying lessons learned from Seattle's famous Pike Place Fish market. Now, with Fish! Tales, readers can learn how real-life businesses and individuals energized their workplace—and their lives—by implementing the lessons from Fish! Best of all, the book stands on its own for newcomers to the Fish! philosophy. Fish! Tales focuses on diverse companies, such as a bustling Sprint regional customer service center, a quiet neuro-surgical unit at a major hospital, and a brilliant car dealership. It features dozens of short take-quick and easy ways to apply the Fish! philosophy right now. And it includes a detailed program with specific steps and action plans.

Learning By Heart

Shows how to make the most of conversations by communicating clearly and forcefully, offering advice on how to overcome barriers to meaningful conversation, confront tough issues, and leverage new skills for frictionless debate.

Improve Your Conversations

Leading at The Edge

Fierce Conversations is a way of conducting business. As attitude. A way of life. Communications expert Susan Scott maintains that a single conversation can change the trajectory of a career, marriage, or life. Whether these are conversations with yourself, partner, colleague, customer, family or friends, Fierce Conversations shows you how to have conversations that count. Scott reveals how to:

• Overcome the barriers to meaningful conversations
• Express who you are and what you believe
• Overcome the barriers to meaningful conversations

Improving your conversation skills will remain a never-ending effort. The people you work with can work with you, around you, or against you. How people work with you depends on the business relationships you cultivate. Do your colleagues trust you? Can they speak openly to you when projects and tasks go wrong?

Fierce Conversations is a practical guide to improving your conversation skills and creating the career and business relationships you really want—and keep them.

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Crucial Conversations Tools for Talking When Stakes Are High, Second Edition

Make Conflict Your Partner for Positive Change! Clinical psychologist and transformative communication expert Dr. Kate Regier believes that the biggest energy crisis facing our world is the misuse of conflict. Most organizations are terrorized by conflict, seeing it as a sign of trouble. But conflict isn’t the problem, says Regier. It’s all about how we use the energy when people misuse conflict energy. It becomes loose. They struggle against themselves or each other to feel justified about their negative behavior. The cost to companies, teams, and relationships is staggering. The alternative, says Regier, is compassionate accountability: struggling with others through conflict. Discover the Compassion Cycle, an elegant model for balancing empathy, care, and transparency with boundaries, goals, and standards. Provocative, illuminating, and highly practical, this book helps us avoid the casualties of conflict through openness, resourcefulness, and persistence.

Fierce Conversations

Learn how recognizing your opponent’s weaknesses can unleash your greatest strength in THE FIERCE SIDE, the bestselling motivational guide by educator, business coach, and growth guru Flip Flippen. Flip Flippen is the most influential man you’ve never heard of. This personable Texan is the founder of The Flippen Group, one of the fastest-growing corporate and personal training companies in America, and his philosophy has touched the lives of some of the most powerful individuals in the country—from Wall Street leaders to top sports figures like Tway Bradshaw and his NASCAR team, and from Joel Osteen’s team at Lakewood Church to the 150,000 people who trained with Flip’s company in 2005. Great advice for everyone, but particularly appealing to those who live with a fear of what they want to do with the rest of their lives. Flippen’s approach is surprisingly simple. When we learn how to identify our “personal constraints” and take the necessary steps to correct self-limiting behaviors, we will experience a dramatic surge in productivity, achieve things we have only dreamed of, and find greater happiness overall. Flippen has created a simple process to help readers find their greatest constraint (the results may be surprising!) and build a plan to help “flip” that weakness into a newfound strength.

How to Connect in Business in 90 Seconds Or Less

The New York Times and Washington Post bestseller that changed the way millions communicate “[Crucial Conversations] draws our attention to those defining moments that literally shape our lives, our relationships, and our work. . . . This book deserves to take its place as one of the key thought leadership contributions of our time.”—From the Foreword by Stephen R. Covey, author of The 7 Habits of Highly Effective People “The quality of your life comes out of the quality of your conversations and conversations. Here’s how to instantly uplift your crucial conversations.”—Mark Victor Hansen, creator of the #1 New York Times bestselling series Chicken Soup for the Soul® The first edition of Crucial Conversations exploded onto the scene and revolutionized the way millions of people communicate when stakes are high. This new edition gives you the tools to prepare for high-stakes situations Transform anger and hurt feelings into powerful dialogue Make it safe to talk about almost anything Be persuasive, not abrasive

Fierce Conversations

No more breaking or awkward silences. No more running out of things to say and struggling to keep others engaged. (1) Conversation isn’t scripted, (2) it’s 100% unpredictable, and (3) it can be terrifying at times. How do you prepare for such a thing? By learning how to apply improv comedy techniques to roll with any punch and improve your conversations and social interactions. Become quicker and more clever in daily conversation. Improv(es) Your Conversations teaches the ingenious rules of improv comedy that allow performers to turn boiling points into memorable interactions worthy of standing ovations. This means there are real frameworks and templates to escape every tough social cocktail talk—and start connecting and building rapport from the moment you say “Hello.” This book goes through over 15 of the most helpful and insightful improv comedy techniques with countless real-life examples to make you a great talker. Learn the conversational secrets of the world’s best communicators.

Patrick King is an internationally bestselling author and social skills coach. His writing draws of a variety of sources, from scientific research, academic experience, coaching, and real life experience. Over 15 actionable tips that are actually practical and reliable. The three easy ways to always know what to say, even when your mind goes blank. What Sherlock Holmes has to do with great rapport. How to read people better and what to look for. The one goal you must always keep in mind (that you probably don’t even know). Adapt, witty comeback, react, and charm in record time. What causes awkward silences and how to prevent them. How your conversation should resemble a movie. How to “flip the switch” to be more entertaining.

Fierce Conversations

Dead cats. That’s the image many people conjure up when you mention curiosity. An image perpetuated by a dusty old proverb that has long represented the extent of our understanding of the term. This book might not put the proverb to rest, but it will flip it upside down: far from killing anything, curiosity breathes new life into almost everything it touches. In Curious? Dr. Todd Kashdan offers a profound new message missing from so many books on happiness: the greatest opportunities for joy, purpose, and personal growth don’t, in fact, happen when we’re searching for happiness. They happen when we are mindful, and when we live in the moment and embrace uncertainty. Positive events last longer and we can turn them into meaningful conversations and relationships. The greatest opportunities for joy, purpose, and personal growth don’t just happen by chance. We must actively create them. When we do, they last longer and have more meaning. In Curious?, Dr. Todd Kashdan offers a profound new message missing from so many books on happiness: the greatest opportunities for joy, purpose, and personal growth don’t, in fact, happen when we’re searching for happiness. They happen when we are mindful, and when we live in the moment and embrace uncertainty.

Good for You—Great for Me

Nationally recognized communication expert Debra Fine reveals the techniques and strategies anyone can use to make small talk—in any situation. Do you spend an abnormal amount of time hiding out in the bathroom or hanging out at the buffet table at social gatherings? Does the thought of striking up a conversation with a stranger make your stomach do flip-flops? Do you sit nervously through job interviews waiting for the other person to speak? Are you a “Nervous Red or Nellie” when it comes to networking? Learn the art of Small Talk. With practical advice and conversation “chat sheets,” The Fine Art of Small Talk will help you learn to feel more comfortable in any type of social situation, from lunch with the boss to an association event to a cocktail party where you don’t know a soul.

Bet on Yourself

The 10th-anniversary edition of the New York Times business bestseller—now updated with “Answers to Ten Questions People Ask.” We attempt or avoid difficult conversations every day—whether dealing with an underperforming employee, disagreeing with a client, or negotiating with a client. From the Harvard Negotiation Project, the organization that brought you Getting to Yes, Difficult Conversations provides a step-by-step approach to having those tough conversations with less stress and more success. You’ll learn how to: · 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

Intentional Conversations

From the author of How to Say It, the million-copies-sold bestseller If you want to improve your conversational skills—and achieve greater levels of personal and professional success—the Art of Talking to Anyone is the ultimate book. Rozelle Maggio has built a career on teaching people how to say the right thing at the right time—and she’s made her techniques available to you. This essential communication handbook includes: Sample dialogues, topics, and responses Quick-reference dos and don’ts Tips for handling special situations Confidence-building advice and quotations Key words that get to the business at hand Whether it’s small talk or big, social or work-related, The Art of Talking to Anyone gives you all the tools you need to speak more?
costing companies billions of dollars, driving away valuable employees and profitable customers, limiting performance, and stalling careers. Yet they are so deeply ingrained in organizational cultures that no one has questioned them. Until now. In *Fierce Leadership*, Scott teaches us how to spot the worst “best” practices in our organizations using a technique she calls “squid eye”—the ability to see the “tells” or signs that we have fallen prey to disastrous behaviors by knowing what to look for. Only then, she says, can we apply the antidote. Informed by over a decade of conversations with Fortune 500 executives, this book is that antidote. With fierce new approaches to everything from employee feedback to corporate diversity to customer relations, Scott offers fresh and surprising alternatives to six of the so-called “best” practices permeating today’s businesses. This refreshingly candid book is a must-read for any manager or leader at any level who is ready to take a hard look at what trouble might be lurking in their organization—and do something about it.

**The Anatomy of Peace**

PLEASE NOTE: This is an unofficial and independent summary & analysis of *Getting to Yes* by Roger Fisher and William Ury. *Getting to Yes* has been translated into 40 languages and is a New York Times Bestseller. This book has passed copyscape and is plagiarism free. False Copyright Claim will result in legal action. Pocket size version (only 4“x6”). Read entire summary and analysis in 30 minutes. Susan Scott’s *Fierce Conversations: Achieving Success at Work and in Life One Conversation at a Time* discusses principles you should initiate to start having fierce conversations. If there is something in your life you would like to improve on, perhaps a relationship, your business, your leadership style, or anything else, you need to master the art of having fierce conversations with yourself and with others. We shall summarize the key takeaways of each chapter and elaborate and discuss the key principles so you have a better understanding of the book as well as a brief overview of what you need to do to start having fierce conversations.

**Fierce Conversations**

An updated guide to the art and impact of business mentoring provides advice on how to become an effective mentor and offers tips for improving employee confidence, competence, and creativity. Original. 25,000 first printing.

**The Peacemaker**

Take charge of your career and create a life full of learning, adventure, joy, and success utilizing these never-before-shared leadership principles Ann Bantlien has learned working alongside the world’s top tech CEOs—Google’s Eric Schmidt, Amazon’s Jeff Bezos, and Yahoo’s Marissa Mayer. Whether you’re stuck in your current job, starting your first job and wondering how you can use it as a steppingstone towards your dream career, or mid-career and wanting to finally be recognized for promotion or a leadership role, this is the book for you. For the first time, Ann Bantlien shares both the daily habits and long-term strategies she used to master the game of tech at one of the world’s most groundbreaking companies. Through clear guidance and incredible stories, *The Peacemaker* will teach you how to define your abilities and speak up so that you can be recognized for the work that you do and the unique capabilities you bring to the table. How to create opportunities for yourself when options appear limited and build a purposeful career regardless of your seniority or industry. What it takes to build the confidence you need to build your dream career, how to exchange your frustration over not getting the recognition you deserve for an empowered, actionable plan for taking control of your professional identity and get promoted. These tried-and-true methods to take ordinary opportunities and create something extraordinary, and the leadership principles that guide the work of these top tech CEOs, are directly applicable to your goals. With a few consistent, daily habits you can build a future that exceeds your wildest expectations. No matter the opportunities available to you in your particular community or career stage, there is a path for you.

**Sm Fierce Conversations**

Fully revised and updated—the national bestselling communication skills guide that will help you achieve personal and professional success one conversation at a time. The master teacher of positive change through powerful communication, Susan Scott wants you to succeed. To do that, she explains, we must master effective communication and use it to end ineffective conversations at work and at home with effective ways to get your message across—get what you want. In this guide, which includes a workbook and The Seven Principles of Fierce Conversations, Scott teaches you how to: overcome barriers to meaningful communication, expand and enrich relationships with colleagues, friends, and family, increase clarity and improve understanding. The 21 rules of successful negotiating — and how to defend against them! "Quickies" — specific tips on how to successfully negotiate with bosses, children, car dealers, contractors, auto mechanics, and many others. Why Americans are among the worst negotiators on Earth How to overcome your natural reluctance to bargain Why win-win negotiating is so vital How to thoroughly prepare for your negotiations How to deal with counterparts who intimidate or harass you How to negotiate ethically — and deal with those who don’t How to negotiate more successfully across cultural lines Thomas’ Truisms — 50 memorable negotiating maxims The psychology of negotiating, historical illustrations, day-to-day applications, and much, much more!

**Negotiate to Win**

Talk Less, Say More

Some companies seem to thrive naturally, attracting success after success. Others limp from one unfulfilling year to the next. What makes one company blossom while another wilts? In CEO Tools 2.0, CEO coach and C-Level executive Jim Canfield reveals the importance of making your business meaningful to yourself, your customers, and your employees. You’ll discover how to better communicate your goals, execute your intentions, and optimize your results. The end goal is a healthy, flourishing company that makes a positive difference in the world. Imagine having time to fully develop your personal and professional interests, confident in your ability to provide high-quality service, products, and results. This is what Canfield offers through a series of seven simple but profound steps: Set your company’s direction Communicate with trust metrics for insight Anticipate (and create) the future Attract and coach winning team members Build a culture that knows how to learn

**Curious?**

The author brings his innovative system of forging instant connections to the workplace, providing the fundamentals for creating and maintaining effective business relationships.

**If I Understood You, Would I Have this Look on My Face?**

Discover the Power Of Better Negotiating Negotiation is one skill everyone needs in order to get more of what they want — to sell more, to keep costs down, to manage better, to strengthen relationships — to win! Thomas shows you exactly how the best negotiators reach long-lasting positive solutions that build profits, performance, and relationships. This indispensable guide covers all you’ll ever need to know about negotiating, including: The 21 rules of successful negotiating — and how to defend against them! "Quickies" — specific tips on how to successfully negotiate with bosses, children, car dealers, contractors, auto mechanics, and many others. Why Americans are among the worst negotiators on Earth How to overcome your natural reluctance to bargain Why win-win negotiating is so vital How to thoroughly prepare for your negotiations How to deal with counterparts who intimidate or harass you How to negotiate ethically — and deal with those who don’t How to negotiate more successfully across cultural lines Thomas’ Truisms — 50 memorable negotiating maxims The psychology of negotiating, historical illustrations, day-to-day applications, and much, much more!
Fierce Leadership

Read this million-copy bestseller for leadership insights about top-down change to improve productivity in your business starting with the most important person: You. When Captain Abrashoff took over as commander of USS Benfold, it was like a business that had all the latest technology but only some of the productivity. Knowing that responsibility for improving performance rested with him, he realized he had to improve his own leadership skills before he could improve his ship. Within months, he created a crew of confident and problem-solvers eager to take the initiative and responsibility for their actions. The slogan on board became “It’s your ship,” and Benfold was soon recognized far and wide as a model of naval efficiency. How did Abrashoff do it? Against the backdrop of today’s United States Navy, Abrashoff shares his secrets of successful management including: See the ship through the eyes of the crew: By soliciting a sailor’s suggestions, Abrashoff drastically reduced tedious chores that provided little additional value. Communicate, communicate, communicate: The more Abrashoff communicated the plan, the better the crew’s performance. His crew eventually started calling him “Megaphone Mike,” since they heard from him so often. Create discipline by focusing on purpose: Discipline skyrocketed when Abrashoff’s crew believed that what they were doing was important. Listen aggressively: After learning that many sailors wanted to use the GI Bill, Abrashoff brought a test official aboard the ship—and held the SATs forty miles off the Iraqi coast. From achieving amazing cost savings to winning the highest gunnery score in the Pacific Fleet, Captain Abrashoff’s extraordinary campaign sent shock waves through the U.S. Navy. It can help you change the course of your ship, no matter where your business battles are fought.

How to Say Anything to Anyone

Fierce Conversations is a way of conducting business. An attitude. A way of life. Expert Susan Scott maintains that a single conversation can change the trajectory of a career, marriage or life. Whether it’s conversations with yourself, partner, colleagues, customers, family or friends, Fierce Conversations shows you how to have conversations that count. Scott reveals how to: Overcome barriers to meaningful conversations Express who you are and what you believe Confront tough issues with courage, confidence and sensitivity Overcome fear to get to the heart of the problem Inspire followers, attract believers and build visions that become reality Build authentic, strong relationships with colleagues, clients, friends and family Encourage others to reveal their true opinions Packed with exercises and questionnaires to help you have the best conversations possible, Fierce Conversations will revolutionize the way you communicate.

The Fine Art of Small Talk

Speak with clarity, confidence, and courage! Many educators struggle with discussing difficult issues with colleagues. This insightful book helps readers effectively lead challenging conversations with supervisees, peers, and supervisors. Emphasizing initiative and preparation as keys to a successful conversation, the author’s step-by-step approach provides: Thought-provoking questions and first-person accounts that help build communications skills Advice on overcoming personal hesitation about expressing concerns Guidance on goal setting and choosing the best “what-where-and-when” for a productive discussion Sample scripts and other interactive tools to help educators prepare for the conversation and achieve positive outcomes

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