

Difficult Conversations

By Douglas Stone

Difficult Conversations Summary:

What is a difficult conversation? Asking for a raise. Ending a relationship. Saying "no" to your boss or spouse. Confronting disrespectful behavior. Apologizing. Conversations we dread, and often handle clumsily as a result, are part of all our lives: in boardrooms and family rooms, across the negotiation table and the dinner table. Now, *Difficult Conversations* teaches us how to handle these dialogues with more success and less anxiety.

How does it work?

Based on fifteen years of research and consultations with thousands of people, *Difficult Conversations* pinpoints what works. The authors discovered that regardless of context, the same small but crucial errors are what trip us up—and a few key adjustments can make all the difference.

- * The role of emotions—ours and theirs
- * The impact of what is said and what is not said
- * Why admitting our mistakes will put us in a stronger position
- * The truth behind the myth that women are better at expressing their emotions than men
- * How to respond productively in the face of personal attacks

Who is this for?

Filled with examples from everyday life, *Difficult Conversations* is certain to be an instant and lasting classic for families, neighbors, bosses, employees, customers, tenants, landlords, psychologists, teachers, and more. Who are the authors? Douglas Stone, Bruce Patton, and Sheila Heen teach at Harvard Law School and at the Harvard Negotiation Project. They have consulted to countless businesspeople, governments, organizations, and communities including all parties to the negotiations on constitutional transition in South Africa; school teachers in Medellin, Colombia; and community leaders and the police department in Springfield, Massachusetts. They lecture throughout the world and have written on negotiation, conflict resolution, and communication. Bruce Patton is co-author of *Getting to Yes*.