



Difficult Conversations: How to Discuss What Matters Most

By Douglas Stone, Bruce Patton, Sheila Heen

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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 spouse, 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

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Difficult Conversations: How to Discuss What Matters Most By Douglas Stone, Bruce Patton, Sheila Heen **Bibliography**

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Editorial Review

Review

“Does this book deliver on its promise of an effective way through sticky situations, whether ‘with your babysitter or your biggest client’? It does.”

—*The New York Times*

“These talented communicators blend a daunting array of disciplines into highly readable and practical advice.”

—*Booklist*

“I’m on my third reading. Half the pages are dog-eared. This is a mind-bogglingly powerful book. For life.”

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—*Fast Company*

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—**Daniel Goleman**, bestselling author of *Working with Emotional Intelligence*

“The only people who shouldn’t read *Difficult Conversations* are those who never work with people, anywhere.”

—**Peter M. Senge**, bestselling author of *The Fifth Discipline*

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“*Difficult Conversations* will be appreciated by readers who wish to improve oral communication in all aspects of their daily lives.”

—*Library Journal*

“Stone, Patton, and Heen illustrate their points with anecdotes, scripted conversations and familiar examples in a clear, easy-to-browse format.”

—*Publishers Weekly*

“The central insights of *Difficult Conversations* so resonate with common sense that it is easy to overlook just how remarkable of a book it is . . . a must-read.”

—*Harvard Negotiation Law Review*

“Examples more clear-headed and advice more precise than we’ve seen before.”

—*Dallas Morning News*

“Stone, Patton, and Heen have written an extremely clear and unpretentious exposition of how to develop effective communication skills and a guide to achieving openness and constructive outcomes in dialogue . . .

this book is, and probably for some time to come will be definitive.”

—*Southern Communication Journal*

About the Author

Douglas Stone, Bruce Patton, and Sheila Heen teach at Harvard Law School and the Harvard Negotiation Project. They have been consultants to businesspeople, governments, organizations, communities, and individuals around the world, and have written on negotiation and communication in publications ranging from the **New York Times** to **Parents** magazine. **Bruce Patton** is also a co-author of **Getting to Yes**. Each of them lives in Boston, Massachusetts.

Stone and Heen are the authors of *Thanks for the Feedback: The Science and Art of Receiving Feedback Well (Even When It Is Off Base, Unfair, Poorly Delivered, and Frankly, You're Not in the Mood)* (Viking/Penguin, 2014)

Roger Fisher is the Samuel Williston Professor of Law Emeritus, Director of the Harvard Negotiation Project, and the founder of two consulting organizations devoted to strategic advice and negotiation training.

Users Review

From reader reviews:

Judith Jordan:

This Difficult Conversations: How to Discuss What Matters Most book is not really ordinary book, you have it then the world is in your hands. The benefit you obtain by reading this book is actually information inside this e-book incredible fresh, you will get facts which is getting deeper you read a lot of information you will get. This specific Difficult Conversations: How to Discuss What Matters Most without we recognize teach the one who studying it become critical in pondering and analyzing. Don't always be worry Difficult Conversations: How to Discuss What Matters Most can bring when you are and not make your tote space or bookshelves' turn out to be full because you can have it in the lovely laptop even cell phone. This Difficult Conversations: How to Discuss What Matters Most having very good arrangement in word and layout, so you will not truly feel uninterested in reading.

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