



# Difficult Conversations: How to Discuss What Matters Most

*Douglas Stone, Bruce Patton, Sheila Heen*

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Everyone has difficult conversations, no matter how confident or competent they are. And too often, no matter what you try, things don't go well. Should you say what you're thinking and risk starting a fight? Swallow your views and feel like a doormat? Or should you let them have it? But...what if you're wrong?

*Difficult Conversations* shows you a way out of this dilemma; it teaches you how to handle even the toughest conversations more effectively and with less anxiety. Based on 15 years of work at the Harvard Negotiation Project and consultations with thousands of people, the authors answer the question: When people confront the conversations they dread the most, what works?

*Difficult Conversations* walks you through a proven, step-by-step approach for understanding and conducting tough conversations. It shows you how to get ready, how to start the conversations in ways that reduce defensiveness, and how to keep the conversation on a constructive track regardless of how the other person responds. Whether you're dealing with your baby-sitter or biggest client, your boss or your brother-in-law, *Difficult Conversations* can help.

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