



The Fine Art of the Big Talk: How to Win Clients, Deliver Great Presentations, and Solve Conflicts at Work

By Debra Fine

Hyperion. Hardcover. Book Condition: New. Hardcover. 256 pages. Dimensions: 7.6in. x 5.2in. x 1.0in. We all know what its like to put off an important conversation at work--whether asking for a raise or promotion, or telling an employee that theres a problem with his or her performance. Now Debra Fine, conversation and communication guru, shows us how to come out on top of those dreaded office chats--and how to achieve what we want in each situation. Debra includes specific advice on exactly what to say, when to say it, and what body language to use to achieve the desired results. Learn how to: Become skilled at the art of quiet negotiation Determine your sales message Keep meetings on track and stick to an agenda Analyze what your body language conveys (often its not what you think!) Overcome public-speaking fears Offer feedback to employees and bosses alike in a constructive, productive way Reduce conflict in the office and with customers and clients Fire someone or deny someone an expected promotion Inform that longtime supplier that his products havent met with quality standards lately, and tell that major customer that her shipment is going to be late Master e-mail and voice messaging etiquette,...



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