



The Complete Idiot's Guide to Difficult Conversations

Gretchen Hirsch

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How to tackle sensitive subjects. Covering both professional and personal situations, this guide examines ways to approach and handle conversations that are often put off or avoided altogether. The most comprehensive book of its kind, it provides all the information you need to approach difficult conversations with confidence, avoid blaming, overcome defensiveness, and make better decisions.

- The only book on the market covering difficult conversations in both the workplace and one's personal life
- Can be read cover to cover or used as a quick reference guide
- Reviewed and approved by the Program Chair of Organizational Communication at Franklin University and former professor of Applied Linguistics at Harvard University

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