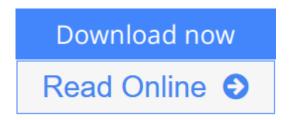


Difficult Conversations (HBR 20-Minute Manager Series)

By Harvard Business Review



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You have to talk with a colleague about a fraught situation, but you're worried that they'll yell, or blame you, or shut down. You fear your emotions could block you from a resolution. But you can communicate in a way that's constructive—not combative. *Difficult Conversations* walks you through:

- Uncovering the root cause of friction
- Maintaining a positive mind-set
- Untangling the problem together
- · Agreeing on a way forward

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Editorial Review

About the Author

For over 30 years, Bob has worked with Senior Executive Teams and Boards on their most vital strategic and organizational challenges, both as a consultant and a corporate executive. He is considered one of the world's leading strategic facilitators, having designed and conducted offsites in sixteen countries with companies ranging from Fortune 10 multinationals to German mittelstand family businesses.

Bob is the author of four Harvard Business Review articles: Off-Sites That Work (June 2006, co-authored with Logan Chandler), When Teams Can't Decide (November 2008), Who Really Makes The Big Decisions in Your Company? (December 2011), and Leadership Summits That Work (March 2015, co-authored with Cary Greene). HBR named When Teams Can't Decide one of ten 'must read' articles on teams

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