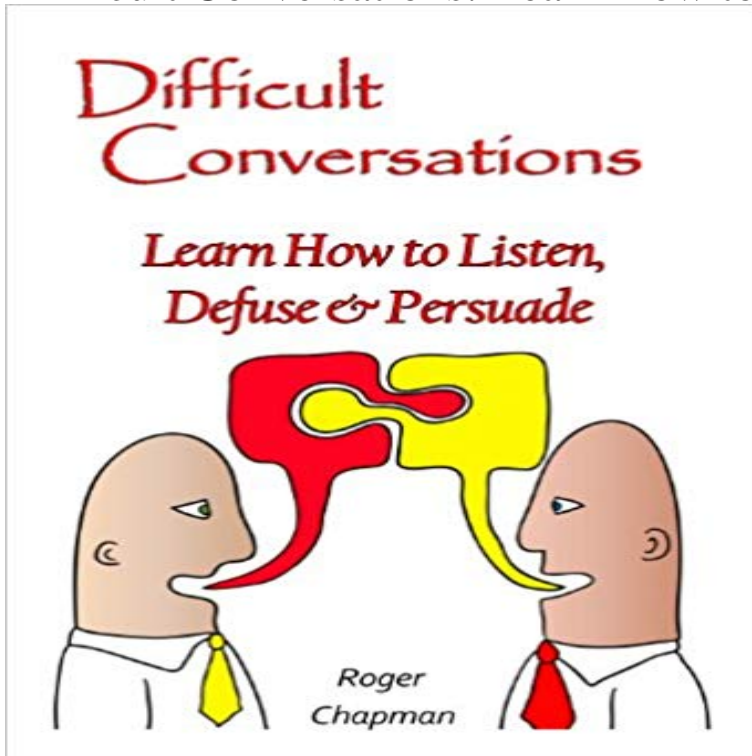


## Difficult Conversations: Learn How to Listen, Defuse & Persuade



What will you get from reading *Difficult Conversations: Learn How to Listen, Defuse & Persuade*? There are two basic types of conversation: verbal and non-verbal. In today's high-tech world, it seems that true conversation, and conversational skills, are getting lost in the mix. We text, instant message, or email individuals that we used to have real conversations with. Effective conversation could perhaps be considered a lost art, but it is certainly worth the effort to get it back. There are many reasons why conversations are important. Even though it seems like conversing should be a natural part of life, it truly is an art. In the book, I cover:

- The art of conversation - why is conversation crucial?
- The power of a two-way dialogue
- The art of listening
- How to engineer a safe conversation
- The art of persuasion
- How to avoid letting emotion colour your speech
- Recognising and avoiding conflict

If nothing else grabs your attention, pay close attention to the section on the art of listening. Hopefully, this book will highlight some reasons why having a conversation is difficult but a crucial element in both your personal and business life.

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