

Conversaciones cruciales. Ed. revisada (Spanish Edition)

Kerry Patterson



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Existen momentos claves en los que una palabra o un gesto nos pueden acercar o alejar irremisiblemente de nuestros objetivos. Conversaciones criticas le ofrece las herramientas para dirigir las conversaciones mas dificiles e importantes, decir lo que piensa y ser convincente. Con este libro aprendera a: - Preparse para situaciones de gran relevancia mediante una tecnica eficaz - Alcanzar un dominio suficiente que le permita hablar de practicamente cualquier tema. - Ser persuasivo, no agresivo. - Lograr que las conversaciones cruciales le conduzcan a los resultados deseados. / Crucial conversations are interpersonal exchanges at work or at home that we dread having but know we cannot avoid. This book offers readers a proven strategy for achieving goals in emotionally, sychologically, or legally charged situations.

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