

[PDF] Just Listen: Discover The Secret To Getting Through To Absolutely Anyone

Walter Dixon, Mark Goulston - pdf download free book

Books Details:

Title: Just Listen: Discover the Sec

Author: Walter Dixon, Mark Goulston

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Description:

From Publishers Weekly Goulston (*Get Out of Your Own Way at Work*) returns with a primer on dealing with hard-to-reach people in virtually every scenario—defiant executives, angry employees, families in turmoil, warring couples—through use of well-honed psychological techniques.

Negotiating intractable situations is like driving up a steep hill, he posits, but most of us make the mistake of creating more resistance by shifting up; downshift, and you get control, he writes. His Persuasion Cycle filters illustrative snippets from counseling sessions during which he digs into an impressive bag of tricks—Magic Paradox, Impossibility Question, Empathy Jolt—techniques like martial arts moves: potent on their own, but even more powerful when you combine them. His successful persuasion case studies include negotiating a police standoff and assisting a married

couple's conflict resolution. Chapter summaries feature action steps preparing readers to encounter similar scenarios, yielding a guide that is as entertaining as it is useful. (Sept.)

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Review

[starred review] "Drawing on his experience as a psychiatrist, business consultant, and FBI hostage-negotiation trainer, Goulston provides brilliant yet doable techniques for getting through to others... This book transcends the self-help category by promoting real communication." --*Library Journal*

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"an impressive bag of tricks... a guide that is as entertaining as it is useful" --*Publishers Weekly*

"The most useful (five-star) book on communicating... Everyone can be a better communicator with the right knowledge, and this book makes learning interesting and easy." --Lindsey Novak, nationally syndicated "At Work" columnist

"It's a measure of how contentious work relationships can get that the author, a psychiatrist, draws on hostage-negotiation techniques to instruct readers on how to deal with "defiant executives, angry employees or self-destructing management teams." Mission accomplished." --*Time Magazine*

"useful and applicable techniques and strategies for everything from getting teams to work together, to handling narcissistic clients (or is that a redundancy?), and getting your message across to even the most impenetrable people" --*Accounting Today*

"*Just Listen* is a banquet of approaches and ideas that's easy to devour the first time around, and a flavorful feast whenever you use portions as a reference book. It's certainly one of the best how-to books of the year." --*Inland Empire Business Journal*

"A primer on dealing with hard-to-reach people in virtually every scenario -- defiant executives, angry employees, families in turmoil, warring couples -- through use of well-honed psychological techniques. Illustrative snippets from counseling session reveal martial-arts like techniques: potent on their own, but even more powerful when you combine them. Chapter summaries feature action

steps preparing readers to encounter similar scenarios, yielding a guide that is as entertaining as it is useful." --CareerBuilder.com

"*Just Listen* is not only helpful for any kind of business, it teaches a skill that will aid you outside of the office too." --*Niche Magazine*

"*Just Listen* is an excellent guide for learning how to break down barriers." --*Pittsburgh Post-Gazette*

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