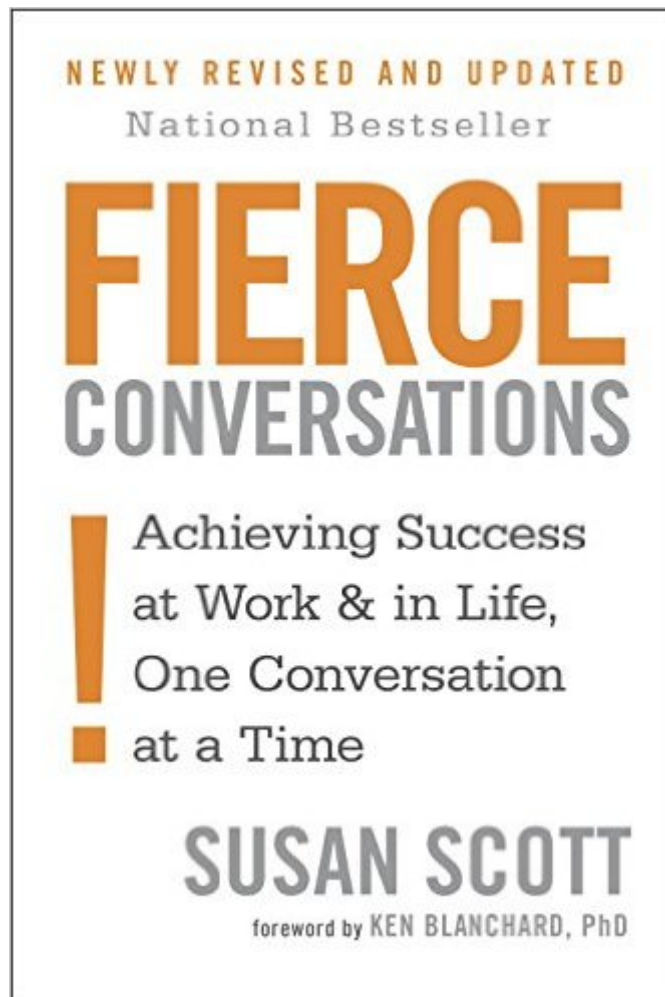


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# Fierce Conversations: Achieving Success At Work And In Life One Conversation At A Time



## Synopsis

The master teacher of positive change through powerful communication, Susan Scott, wants her readers to succeed. To do that, she explains, one must transform everyday conversations employing effective ways to get the message across. In this guide, which includes exercises and tools to take you step by step through the Seven Principles of Fierce Conversations, Scott teaches readers how to:

- Overcome barriers to meaningful communication
- Expand and enrich conversations with colleagues, friends, and family
- Increase clarity and improve understanding
- Handle strong emotions-on both sides of the table

## Book Information

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## Customer Reviews

Susan Scott has written an outstanding book on how to use everyday conversation to cut through the politics of work relationships and start talking about what we are all "pretending not to know". I was consistently impacted while reading it, not so much that the material is brand new, but that it is presented in such a way that the opportunities and misses of my own interactions were obvious. One of the topics discussed is called "Mineral Rights", a type of conversation designed to get deep, past the surface and into the truth of what is going on. The approach accomplishes four purposes: Interrogate reality, provoke learning, tackle tough challenges, and enrich relationships. It has been my experience that this rarely happens in corporate America, and is rarer still where I work now. The book uses examples from various companies that have identified their core values and been honest enough with themselves and others to start acting on them. The many questions posed throughout the book, and the sections at the end of each chapter are a great way to start

interrogating reality in your workplace. The answers usually are "in the room" if we can really get honest and start looking for them. In addition to some great business council, much of the book focuses on how we get honest with ourselves. Often we are the problem, and our own inability to truly understand where our own issues lie, is an essential journey to better facilitate the kind of change we want in our business or relationships. Another great approach used is the "Decision Tree" to help build empowerment in others. Communicate clearly what decisions can be made and what must be communicated to others. (Page 252).

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