



Dealing with the Tough Stuff: How to Achieve Results from Key Conversations

Darren Hill, Alison Hill, Sean Richardson

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How to handle difficult discussions in the workplace

Packed with practical and pragmatic suggestions and methods for dealing with the tough stuff at work, this unique and helpful book features simple diagnostics, models, and processes that you can put to use immediately.

The author team shares their years of research and experience so that you can benefit from their case studies and examples, all of which are aimed at increasing the confidence of anyone working in a management or leadership role. You'll discover how the science of human behavior—both verbal and nonverbal—plays an enormous role when handling conflict situations and you'll learn how to apply a variety of tools, tips, and strategies when leading critical conversations with empathy and assertiveness.

- Explains why avoiding dealing with the tough stuff at work can be so costly for managers, staff, and, ultimately, the business
- Features methods and strategies that have been backed by contemporary theory and tested and trialed with thousands of participants
- Zeroes in on ways to uncover the root cause of difficult behavior
- Shares advice for finding the best way to be assertive in any situation
- Reveals techniques for depersonalizing conflict and avoiding language that causes conflict

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