



Difficult Conversations (HBR 20-Minute Manager Series)

Harvard Business Review

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You have to talk with a colleague about a fraught situation, but you're worried that they'll yell, or blame you, or shut down. You fear your emotions could block you from a resolution. But you can communicate in a way that's constructive—not combative. *Difficult Conversations* walks you through:

- Uncovering the root cause of friction
- Maintaining a positive mind-set
- Untangling the problem together
- Agreeing on a way forward

About HBR's 20-Minute Manager Series:

Don't have much time? Get up to speed fast on the most essential business skills with HBR's 20-Minute Manager series. Whether you need a crash course or a brief refresher, each book in the series is a concise, practical primer that will help you brush up on a key management topic.

Advice you can quickly read and apply, for ambitious professionals and aspiring executives—from the most trusted source in business. Also available as an ebook.

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