

Say what you mean get what you want: a businessperson's guide to direct communication

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Deskripsi Lengkap: <http://lib.ui.ac.id/detail.jsp?id=20440793&lokasi=lokal>

Abstrak

"Are you hesitant to speak up at work? Do you come across too stridently? Are you afraid to say no? Do people tune you out when you talk? If you want to get people to listen to what you say -- and do what you want -- assertive communication should be your goal, says Judith Tingley. And the book explains not only why you should communicate more assertively in business, but also how to do it in such situations as: * giving and receiving feedback * expressing opinions * asking for what you want * dealing with rejection * delegating responsibility * expecting accountability The book provides examples of typical workplace communications scenarios, as well as two self-tests to help readers assess their present levels of directness. Readers will discover eight steps for effective communication and learn how to evaluate their goals from a communications standpoint."