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THE DISCOMFORT ZONE: HOW LEADERS TURN DIFFICULT CONVERSATIONS INTO BREAKTHROUGHS



Berrett-Koehler. Paperback. Book Condition: new. BRAND NEW, The Discomfort Zone: How Leaders Turn Difficult Conversations into Breakthroughs, Marcia Reynolds, Leaders, managers, and coaches are charged with getting people to stretch their limits but are often unsuccessful. Top leadership coach Marcia Reynolds says the problem is, incorrectly handled, difficult conversations create more resistance than growth. Reynolds offers a model and methods for discovering what to say so people change their own minds. As a result, leaders equip people to find their...

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- Authored by Marcia Reynolds
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