

1. Record Nr.	UNINA9910165135703321
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Titolo	Effective difficult conversations : a step-by-step guide Conversations / / Catherine B. Soehner, Ann Darling
Pubbl/distr/stampa	Chicago, [Illinois] : , : ALA Editions, , 2017 ©2017
ISBN	0-8389-1527-2 0-8389-1526-4
Descrizione fisica	1 online resource (129 pages)
Disciplina	023/.9
Soggetti	Library personnel management Conflict management Communication in library administration Business communication Interpersonal communication
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Difficult conversations defined -- Getting clear -- Gathering resources -- Clarifying the message -- During the conversation -- You're not finished until you write it up -- Keep up the good work -- Co-workers -- A brief note about change management -- Managing up : how to have difficult conversations with your boss.