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		Throwing deliverables over the fenceLiving in the deliverables; Assuming others don't get design; Insisting on perfection; Responding to tone, not content; Defending too hard; Not defending hard enough; Chapter 1 - Speaking different languages; Summary; The "Speaking Different Languages" anti-pattern; You know you're in it when...; Patterns; Stakeholder safari; The meeting before the meeting and the meeting after the meeting; The meeting before the meeting; The meeting after the meeting; Lowering the wall; Step back; Play it back; If others inflict this anti-pattern on you
		Terminology explainedChapter 2 - Having different KPIs; How organizations measure success; Intrinsic motivation; When KPIs clash; Summary; The "Having Different KPIs" anti-pattern; You know you're in it when ...; Patterns; Diligent discovery; Tu casa es mi casa; Don't butt

Sommario/riassunto	This book identifies the 13 main challenges designers face when they talk about their work and provides communication strategies so that a better design, not a louder argument, is what makes it into the world. It is a fact that we all want to put great design into the world, but no product ever makes it out of the building without rounds of reviews, feedback, and signoff. As an interaction or UX designer, you've felt the general trend toward faster development, more work, and less discussion. As we spend time crafting, we become attached to our own ideas and it gets all too easy to react to