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Nota di contenuto	Preface Introduction What this book is about and who it's for We're all different : and all alike Straight to the point in less than a minute : talking lean at the start of meetings and conversations Straight-forward, straight away Begin at the end The interactifs discipline? : Schematic 1 The interactifs discipline? : Schematic 2 Acknowledgements About the author About interactifs Index.
Sommario/riassunto	This book teaches businesspeople how to say difficult things and ask difficult questions in a way that is positive, effective, and comfortable for everyone involved. The reader will learn how to begin and end meetings and conversations in a way that is succinct, empathetic, and effective, while putting people in a positive and receptive frame of mind.