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Sommario/riassunto	"The essential guide to turning tough questions into positive opportunities Difficult questions can be thrown at you from your first job interview through to challenges you get when you've made it to the top. If you find yourself on the firing line on a regular or

occasional basis this is the perfect go-to guide to help you turn tough questions into positive opportunities. Great Answers to Tough Questions at Work promotes a confident 'win-win-win' mindset for questioner, answerer and wider audiences beyond. Author Michael Dodd provides golden formulae and proven strategies for constructing inspirational answers—however challenging, vicious, tricky or stupid the question. He outlines simple but successful techniques for dealing with the kind of nightmare questions which all ambitious people in the workplace have to face along their journey, whatever stage of their career. Contains critical communication skills for executives, managers, leaders and those aspiring to fill these roles. Covers a wide range of work place scenarios such as job interviews, performance reviews, negotiations, customer relations, parliamentary inquiries and cross-examination. Discusses how to see the issues underlying tough questions that you face in a different, more positive, solution-oriented way. Includes case study examinations of key moments where people in the public spotlight have done something particularly well or particularly badly while answering questions and draws out the lessons for readers"--

"It's a captivating, easy-to-follow book which promotes confidence and a positive "win-win-win" mindset for questioner, answerer and any audience beyond. At the core are the golden formulae and proven strategies for constructing inspirational answers -- however challenging, vicious, tricky or stupid the questions. - You will be able to do better at work through having more effective and positive conversations with clients, prospective customers, colleagues, journalists and others - You will look, sound and feel more confident when on the receiving end of challenging questions - You will get to see the issues underlying tough questions that you face in a different, more positive, solution-oriented way - You will leave your questioners and any wider audience members more satisfied, inspired and keener to deal with you. This book promotes a positive revolution in the fundamental approach to challenging conversations. "Great Answers To Tough Questions At Work" covers questions from the most common challenging sources - identified from the pre-session questionnaires sent out to participants before Michael Dodd's world-wide speaking appearances. The results show the most frequent troublesome questions come from customers, prospects and your own colleagues. The underlying purpose of "Great Answers To Tough Questions At Work" is to progress readers into becoming inspirational communicators by transforming their approach to those professional conversations which form such a large part of business life"--
