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Great Answers to Tough Questions at Work

By Michael Dodd

John Wiley and Sons Ltd. Paperback. Book Condition: new. BRAND NEW, Great Answers to Tough Questions at Work, Michael Dodd, The essential guide to turning tough questions into positive opportunities We've all been faced by difficult questions at work. If you find yourself on the firing line on a regular basis Great Answers to Tough Questions at Work is the perfect go-to guide to help you turn tough questions into positive opportunities. Promoting confidence and a positive 'win-win-win' mindset for questioner and answerer, author Michael Dodd provides golden formulae and proven strategies for constructing inspirational answers however challenging, vicious, tricky, or stupid the question. Along the way, he outlines simple, but successful techniques for dealing with the kind of nightmare questions which everyone in the workplace has to face along their journey, whatever stage of their career. * Contains critical communication skills for executives, managers, and leaders * 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...



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