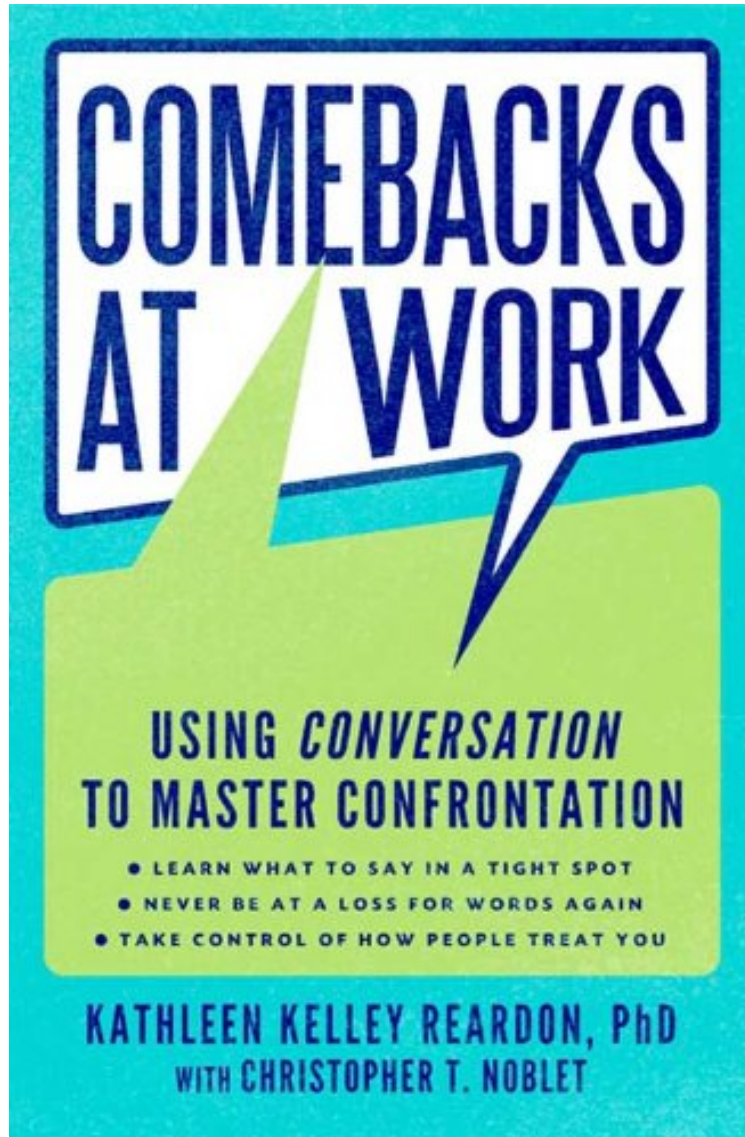


Comebacks at Work: Using Conversation to Master Confrontation

Kathleen Kelley Reardon, Christopher T. Noblet
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Kathleen Kelley Reardon, Christopher T. Noblet : Comebacks at Work: Using Conversation to Master Confrontation before purchasing it in order to gage whether or not it would be worth my time, and all praised Comebacks at Work: Using Conversation to Master Confrontation:

6 of 6 people found the following review helpful. The Art of Constructing the Disarming ResponseBy Theresa CarilliDr. Kathleen Kelley Reardon's latest book, written with Christopher Noblet, M.B.A., educates the reader in the art of constructing the disarming response. One of the greatest strengths of the book is that it allows you to re-examine your previous responses in professional contexts, and to learn that you indeed might have a bright future ahead! To

those of us who stew for days about what we might have, could have, should have said, Reardon and Noblet provide us with insight into the process of productively preparing for and responding to uncomfortable work situations. While reminding us that we teach others how to treat us, Reardon and Noblet caution against using unproductive patterns of responding. I am fondest of the chapters, "Overcoming Comeback Brain Freeze," which visits those haunting moments of not knowing how to respond, "Choosing a Relevant Comeback," which provides a rubric of comebacks for a variety of situations, and "The Gut Check," which validates the connection between the rational and the emotional. Chock full of examples, Reardon and Noblet's book is comforting and readable. 0 of 0 people found the following review helpful. Very good book and full of good advice By ShanaJustin Very good book and full of good advice. It wasn't the topic I thought it was so I must have bought it in a rush. I wanted something more about coming back from a set back at work. This was more about how to have good comebacks when people verbally attack you etc. But it was interesting enough that I went ahead and read the whole thing. I gave it to my manager at work that I knew would also find it useful. 0 of 0 people found the following review helpful. Kathleen Kelly Reardon knows the business world By Colleen Mcdonald I read everything Kathleen Kelly Reardon writes. Her books on business are excellent. Comebacks at Work is filled with many useful ways to handle people and situations at work without sulking, getting mad, or trying to get even. The book gives helpful responses to aggressive people and teaches you how to stick up for yourself without losing your cool.

A stimulating, thought-provoking book that lets you know how to break free of negative behavior, take control of office politics, and prevent difficult, repetitive, and avoidable situations. Reardon; a frequent HuffingtonPost contributor and professor at the Marshall School of Business; arms readers with the tools they need to take control of conversations in the workplace. Comebacks at Work combines the best qualities of Deborah Tannen's Talking from 9 to 5, Kerry Patterson's Crucial Conversations, and Douglas Stone's Difficult Conversations, a perfect workplace guide to getting what you deserve.

From Publishers Weekly A handbook for anyone who's ever walked away from a work confrontation, fuming--only to think of the perfect rejoinder an hour later. Reardon (The Secret Handshake) breaks down the art of the comeback, emphasizing preparation, keeping your cool, and handling conflicts with a carefully thought-out strategy, pointing out that each of us is at least 75% responsible for how people respond to us. She helps readers change their mindsets, getting past the mental models learned early in life that we later use for dealing with emotional or threatening issues at work. Through a thorough briefing of the different kinds of bullies we might face at work--the puppeteer, the complainer, etc.--and strategies for telling when it's best to walk away and when it's time to engage, she guides readers to self-discovery and skills, from honing their gut instincts to mastering facial expressions and gestures needed to overcome comeback brain freeze. A lively, encouraging book, bound to banish l'esprit d'escalier forever. Copyright copy; Reed Business Information, a division of Reed Elsevier Inc. All rights reserved. "A book that I love...how to stay cool, how to say the right thing--yet putting that person on notice in a polite and diplomatic way...I learned so much from it...a great, great book.