Managing Sticky Situations at Work: Communication Secrets for Success in the Workplace

Joan C. Curtis
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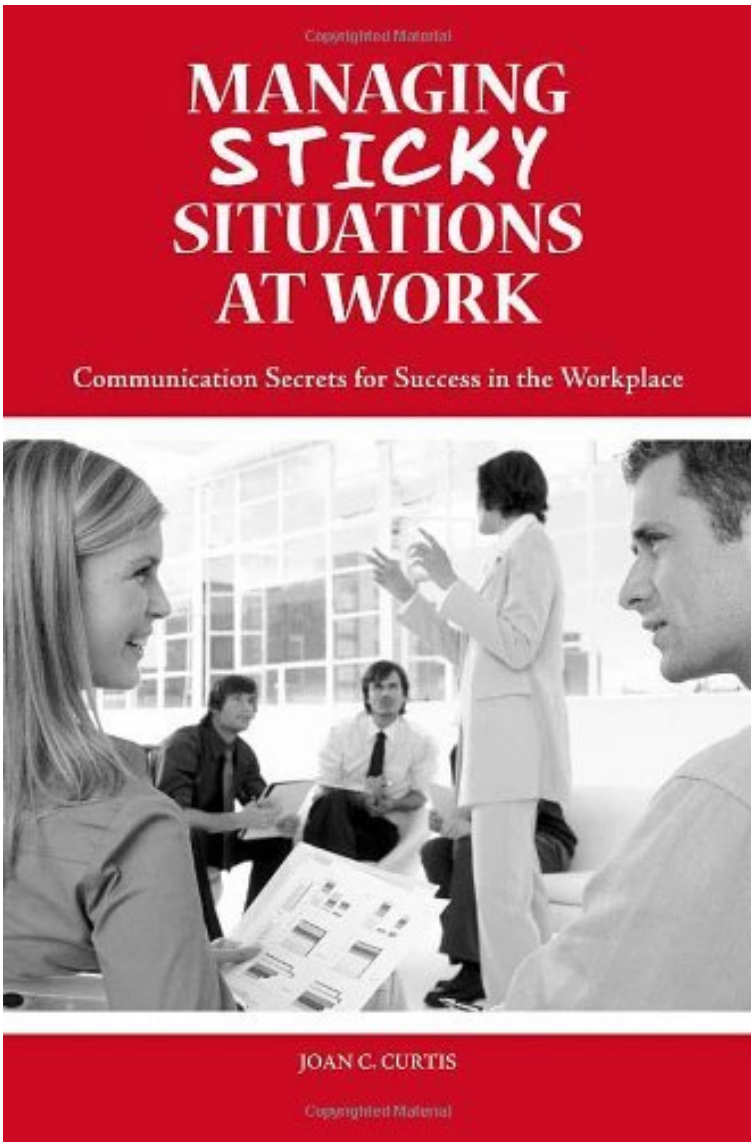

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Joan C. Curtis : Managing Sticky Situations at Work: Communication Secrets for Success in the Workplace before purchasing it in order to gage whether or not it would be worth my time, and all praised Managing Sticky Situations at Work: Communication Secrets for Success in the Workplace:

1 of 1 people found the following review helpful. Corny title but excellent content for leadership skills in communicationBy Phil from DownunderCorny title but excellent content for leadership skills in communication. This book is current for modern day work settings, and gives excellent scenarios and how to to handle them. Examples

include difficult bosses, coworkers, subordinates (includes things like impossible deadlines, sexual harassment) and how to have a conversation that addresses the situation, and moves things forward to the best outcome achievable given your working with humans. The author uses a "Say It Just Right" SIJR format, of Specify (the problem), Invite (other person to comment), Join (emotions with facts) and Resolve (plan of action, realizing things may or may not work out). The author introduces the simple but effective B.E.S.T. personality profiling, (bold, expressive, sympathetic and technical), which shapes how you go about the conversations. The examples are very instructive and entertaining. There are some self assessment quizzes in terms of how you handle things in the office setting.Very valuable use of my scarce time. Well done Joan.1 of 1 people found the following review helpful. Very good book!By ReeneeI downloaded this on my Kindle and read it over the weekend. It is very good at giving you several situations and what to say. It also prescribes a formula for dealing with any sticky situation. It incorporates the B E S T personality test within it's explanations. Having recently taken this test with my co-workers, it was nice to have some additional information to bridge communication gaps that seem personality related.It has situations from dealing with co-workers, bosses, clients, teams, interviews and at home (though this one is only an example of a teen-age girl who was arrested) - so it's more geared toward work situations. Good read. Highly recommend if you are having some issues with co-workers or bosses and are not sure how to deal with them.1 of 1 people found the following review helpful. I Am Unsticking Myself Everyday! Thanks for the Tips!By Bernadette BoasI am often a woman who just reacts, not giving much consideration to all of the factors that go into sticky situations or conversations. Managing Sticky Situations at Work provides a simple framework for backing up, thinking through, and building a response - be it in a few seconds or a few hours, as to how to confront a situation and get it to a win-win solution.I especially favored the topic on how to read the other person or people in the mix, and what I need to do to effectively approach them.Whether it is at work, at home, or in life, I found the tips and advice in the book to apply to any number of situations. The book is a great business, team and employee tool for working with people, and a tool that parents, friends and even siblings can use.

This title is a practical guide for the millions of men and women who may find themselves dealing with difficult or problematic situations in the workplace.bull; 26 entries on common difficult workplace situations, with the unique Say It Just Right model of communication applied to eachbull; Six How Straight a Talker Are You? quizzes to help readers assess their own abilities to recognize and handle difficult situationsbull; Reference materials on conflict management

Curtis, the CEO of a communications coaching firm, provides both employers and employees with 'forthright, sensitive and systematic' strategies for dealing with unproductive and uncomfortable working conditions. The author describes 26 workplace scenarios from the world of health care, information technology, retail and small business and applies a Say It Just Right model for effective and long-lasting resolutions. Difficult scenarios include such common workplace issues as bullying bosses, inappropriate emails, and office romances." - Reference Research Book News "Managing Sticky Situations at Workis the perfect guide to communicating powerfully with co-workers, staff, bosses, and clients. The 'Say It Just Right' model Joan Curtis has created provides a clear, simple framework for finding the right words in any situation. Packed with specific examples and real-world solutions, this book will help you gracefully resolve any workplace communication challenge. Buy a copy for your boss!" (C.J. Hayden, Author of Get Clients Now! and Get Hired Now!)"When I first held Joan Curtis's new book in my hands, I knew this was something the members of my organization, Atlanta Women in Business, had to know about. This is not an academic text; it's 'real life,' and full of everyday situations that we can all relate to. And the best thing?it offers solutions! Curtis's 'Say It Just Right' model is expertly crafted and usefully applied?a great learning tool for every business person in the country!" (Lya Sorano, Founder Principal, Atlanta Women in Business)"After reading this book, you will know how to successfully handle situations that used to baffle you, and you'll do it with less stress, more finesse, and a great deal of confidence." (Dave Lindbeck, Business Coach, InStep Coaching)"Curtis provides practical, straight-forward strategies for talking your way out of sticky situations at work. Find yourself tongue-tied when trying to tell your boss what you really think? This book provides valuable advice for taking the stress out of workplace communications!" (Connie Glaser, Syndicated Columnist and Communications Expert)About the AuthorJoan C. Curtis, EdD, is CEO of Total Communications Coaching (http://www.TotalCommunicationsCoach.com).