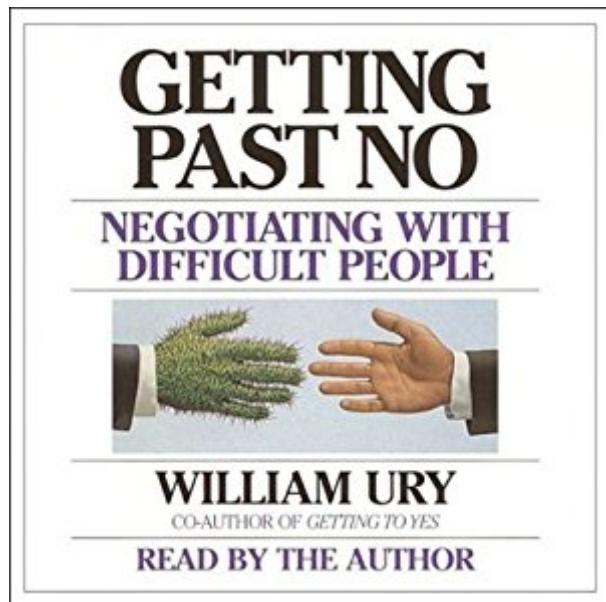


The book was found

Getting Past No: Negotiating With Difficult People



Synopsis

Dr. William L. Ury shows listeners how to overcome serious obstacles to negotiation. Whether dealing with an unruly teenager or an office bully, Dr. Ury's method will help listeners gain control in even the most difficult situations. Most importantly, **GETTING PAST NO** gets results. --This text refers to the Audio CD edition.

Book Information

Audible Audio Edition

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Customer Reviews

William Ury wrote here an excellent sequel on the bestseller "Getting to Yes" and expands hereby the negotiation tools set to be more equipped towards dealing with the difficult person in a negotiaton (or situation).The book follows 5 steps. It covers basic communication styles to diffuse the situation and elements to boost your BATNA (your best alternative) overall. The content list of his book gives already some ideas of this approach. The book covers these 5 steps in a schematic way, by being brief and very much to the point. Compact written and easy to assimilate.William Ury does also give the course "Dealing with Difficult People and Difficult Situations" at the Program on Negotiation (PON) at Harvard Law School. This course follows also these 5 steps as illustrated here in this book. He is certainly a highly experienced and empathic speaker. He is a great person to come across and therefore I am not surprised he wrote a excellent book like this.I certainly highly recommend his book, his negotiation course, as well as William Ury as public speaker/trainer.

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