

Be Quiet, Be Heard: The Paradox of Persuasion



Anyone can learn to communicate more effectively, whether within an organization or a family. Learn the secrets instinctively known to charismatic communicators and reap the rewards of increased influence and improved relationships. Under the wise guidance of Drs. Susan and Peter Glaser, readers are shown how to raise delicate issues, convince without being overbearing, and resolve conflict and criticism constructively. This ground-breaking work is drawn from decades of internationally acclaimed research, teaching, and consulting. The Glasers provide concrete methods, reliable models, flexible guidelines, and progressive steps, all easily adaptable to specific situations. Effective communication is vital--Be Quiet, Be Heard shows how simple and rewarding it is to learn.

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