



The Easy Step by Step Guide to Communicating with More Confidence: How to Influence and Persuade People (Easy Step by Step Guides)

Pauline Rowson

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Communicating effectively should be the simplest thing in the world, we talk and listen - or do we? And is that all there is to it? When things go wrong in a company, a friendship, a personal relationship, communication or rather lack of it or misinterpreting it, is often at the heart of the problem. Improving your communication skills can bring huge rewards; it can help you to win more contracts and sales, gain promotion, manage your organisation or your team more effectively, find friendship, even love. It can enhance relationships both at work and at home. This book shows you: how to read, interpret and use body language; how to open, structure and close conversations; how to influence people; how to get on someone's wavelength; how to recognise, understand and relate to different personalities; how men break the ice and women open conversations; what he says and what she says - the different ways men and women talk; how to deal with criticism and how to handle difficult people and situations.

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